

Veteran Health Identification Card (VHIC 4.23)

User Guide



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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating Veteran Health Identification Card requests using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into eight sections to allow you to quickly obtain the information you need.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA



NOTE: The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).

The second and third sections will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The fourth section will give the user an overview of what they need to do before starting a card request for a Veteran. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The fifth section explains the process involved with creating a VHIC for a Veteran.

The sixth section covers how to request card deactivation all of the VHICs for a specific Veteran.

The seventh section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained. There are four tabs for each of the reports that can be generated:

- **Veteran** – direct report to search for a Veteran
- **Card** – includes Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, Swipe/Scan, and On Hold
- **Print Services** – includes Processing, No Member ID, and Error
- **Auditing** – provides information on all User's activity in the system

Reports can be exported in PDF format, and there are a variety of search criteria available for each report.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to be better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles, menus, and security keys required for the VHIC application.
- User is using *Google Chrome* or *Microsoft Edge* to do their job of either Creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public

domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer


The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Table 1 Documentation Symbols and Descriptions

| Symbol | Description |
|---|---|
|  | NOTE: Used to inform the reader of general information including references to additional reading material |

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.3. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein are intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

Table 2: Enterprise Service Desk Contact Information

| Issue | Contact Info |
|----------------------------------|--|
| For Provisioning Issues | Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address. |
| For Proofing Issues | Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB. |
| For All Other VHIC System Issues | Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB. |

2. Accessing the VHIC Application

2.1. Browser

VHIC is a web based application which users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge*.

The VHIC URL is REDACTED and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

2.1.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

2.2. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the **[Back]** and **[Next]** buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the **[Back]** button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.



Figure 2:1: VHIC Navigation Buttons

The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to [Section 3.3 System Menu](#).

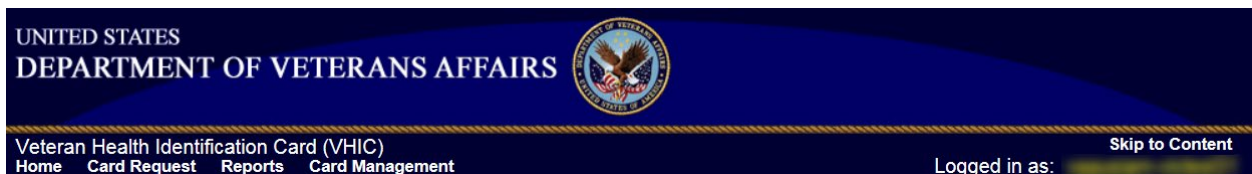


Figure 2:2: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu

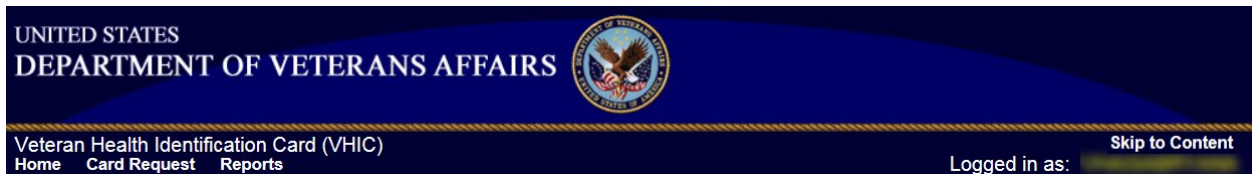


Figure 2:3: VHIC Associate and VHIC Supervisor menu

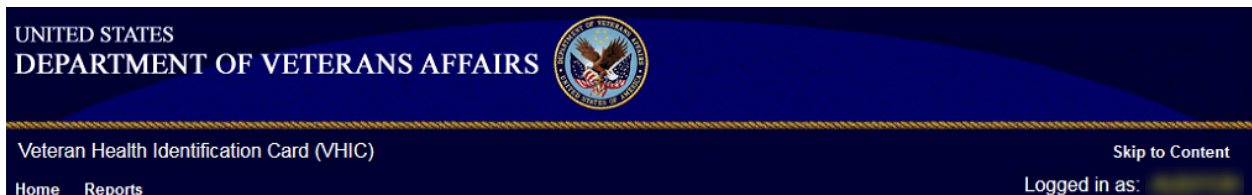


Figure 2:4: VHIC Auditor and VHIC Read-Only User menu



NOTE: The **[Skip To Content]** link is a Section 508 compliance feature that skips repetitive navigation links so that page content can be quickly accessed.

2.3. Roles within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

For a detailed list of Roles and corresponding Access levels please refer to the **VHIC Roles and Access** document.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome* or *Microsoft Edge* by either entering the URL listed above or via the bookmark saved during an earlier session.

Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

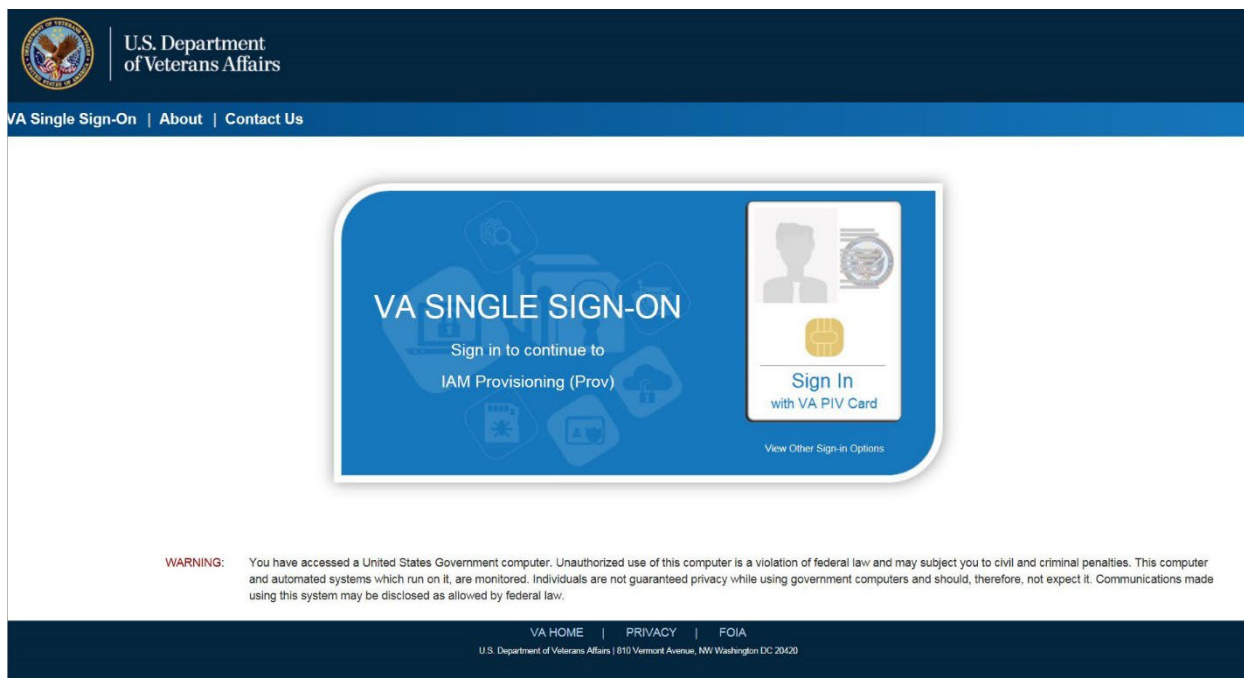


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

3.3. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging to the VHIC application.

3.3.1. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: **Card Requests**, **Reports** and **Card Management**. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3.2. VHIC Associate and Supervisor

The VHIC Associate and VHIC Supervisor users will be presented with two menu options: Card Requests and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.

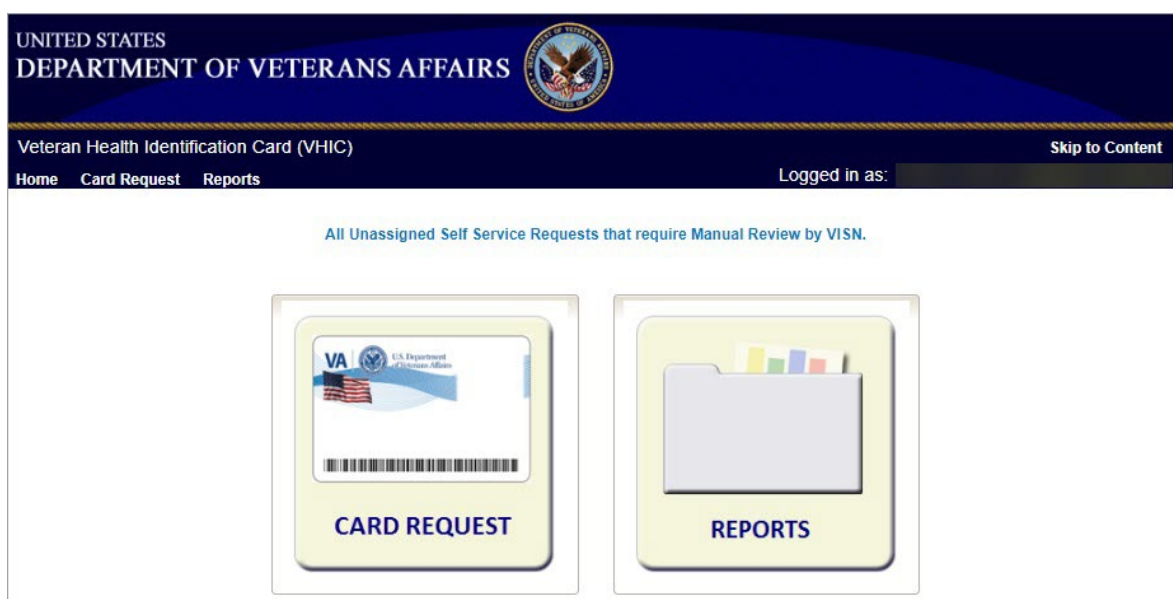


Figure 3-3: VHIC Associate and VHIC Supervisor Home screen

3.3.3. VHIC Auditor and Read-Only User

The VHIC Auditor and VHIC Read-Only users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen.



Figure 3:3: VHIC Auditor and VHIC Read-Only User Home screen

3.4. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime.

REDACTED

Figure 3:4: VHIC System Status Banner

3.5. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; Contact the Enterprise Service Desk at REDACTED, option 1 (Account or Password Reset), then option 1.

4. Before Requesting a VHIC Card

For detailed step-by-step process of how to access and complete the Identity Proofing Verification task in the Identity Management Toolkit application, please refer to section 4 in the *Veteran Health Identification Card User Guide - Volume 1 - Card Requests – All Users* document.

5. Creating a VHIC Card – The Card Request Process

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 5 in the *Veteran Health Identification Card User Guide - Volume 1 - Card Requests – All Users* document.

6. Deactivating Cards – The Card Management Process

For detailed information that will help the VHIC Administrator navigate through the card deactivation screens in the VHIC application that will allow them to deactivate all of the VHICs for a specific Veteran, please refer to section 6 in the *Veteran Health Identification Card User Guide - Volume 3 - Card Management - Admins* document.

7. VHIC Reporting

The VHIC application offers a variety of reporting options divided into four main reporting tabs. Certain tabs may contain sub-tabs. Not all VHIC user roles have access to all reports, or all of the available functionality of certain reports (*i.e., national option or multi-select option*).

The **National search option** returns results, which includes every available VISN and Facility. This option, triggered by selecting the **National** checkbox, is only available to those user roles with authorization to use this feature. Since the results returned consist of all VISNs/Facilities, checking the **National** checkbox removes any available VISN and/or Facility options.

The ability to **Multi-select** is available on certain reports that have VISN and/or Facility selection criteria and is available to Administrators, and Tech Admin (Tier 3) roles. This feature works by holding down the **[Control]** button (Ctrl) on the keyboard and single clicking on each desired list items.

Most reports give the user the option to select either **[Report]** or **[Create PDF]** once they have entered their search criteria. Clicking the **[Report]** button will generate the query results in a new tab. This allows the user to return to the original query tab in order to modify their search criteria if needed. Keep in mind, while date ranges may be generous, results are limited to 3000 lines.

The user selects the desired reporting option by clicking on the appropriate tab or sub-tab. A tab highlighted in blue, lets the user know which report they are viewing. Once they select a report, the user will need to provide certain search criteria based on the specific requirements of the report selected.

Some reports contain **Hyperlinks**. Clicking the hyperlinks (indicated by blue font) allow the VHIC user to access more detailed information. For instance, if the user wants to keep the **Summary Report** for a VISN open while reviewing the **Detail Report** for a specific Facility, they can hold down the **[Control]** button (Ctrl) on the keyboard while clicking on the hyperlink for the Facility they wish to view. This opens the **Facility Detail Report** in another browser window allowing the user to view both reports and have the ability to select another Facility in which to view.

The following graphic represents the VHIC tabular report structure for the Administrator, Technical Administrator Tier 3, and the Auditor:

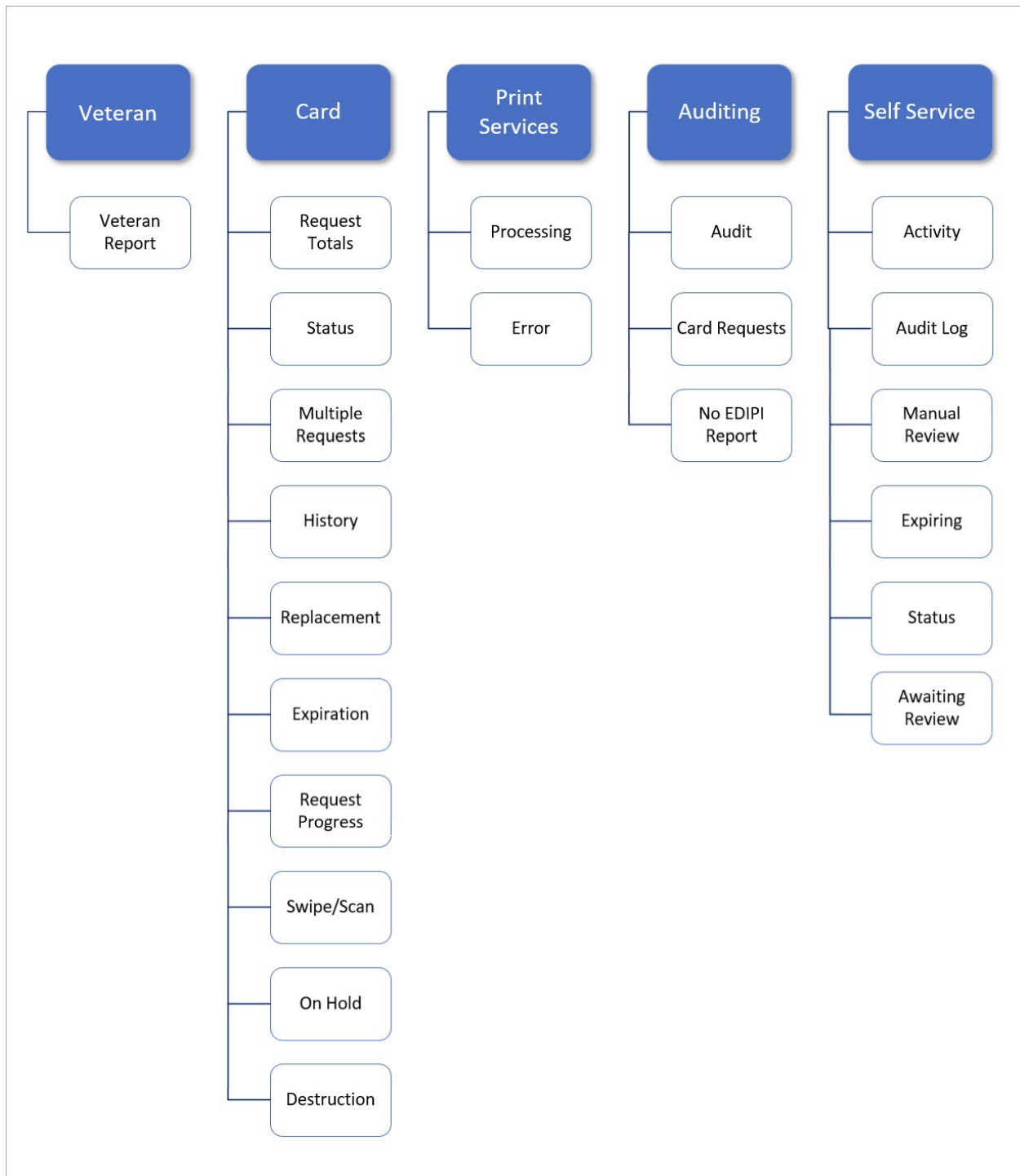


Figure 7:1: Report Tabular Structure for the Administrator, Technical Administrator Tier 3, and the Auditor

The following graphic represents the VHIC tabular report structure for the Supervisor user:

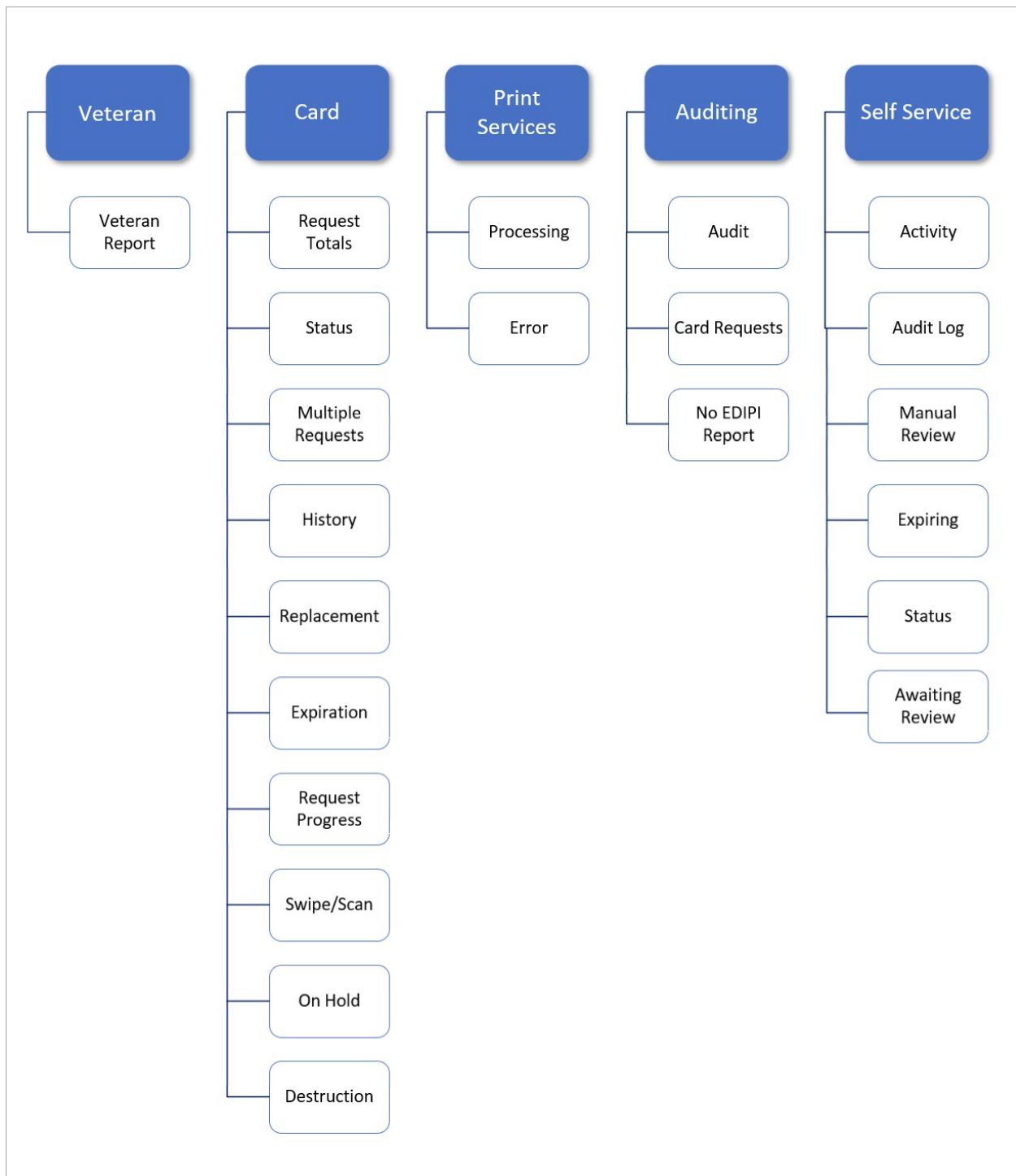


Figure 7:2: Report Tabular Structure for the Supervisor

The following graphic represents the VHIC tabular report structure for the Associate user:

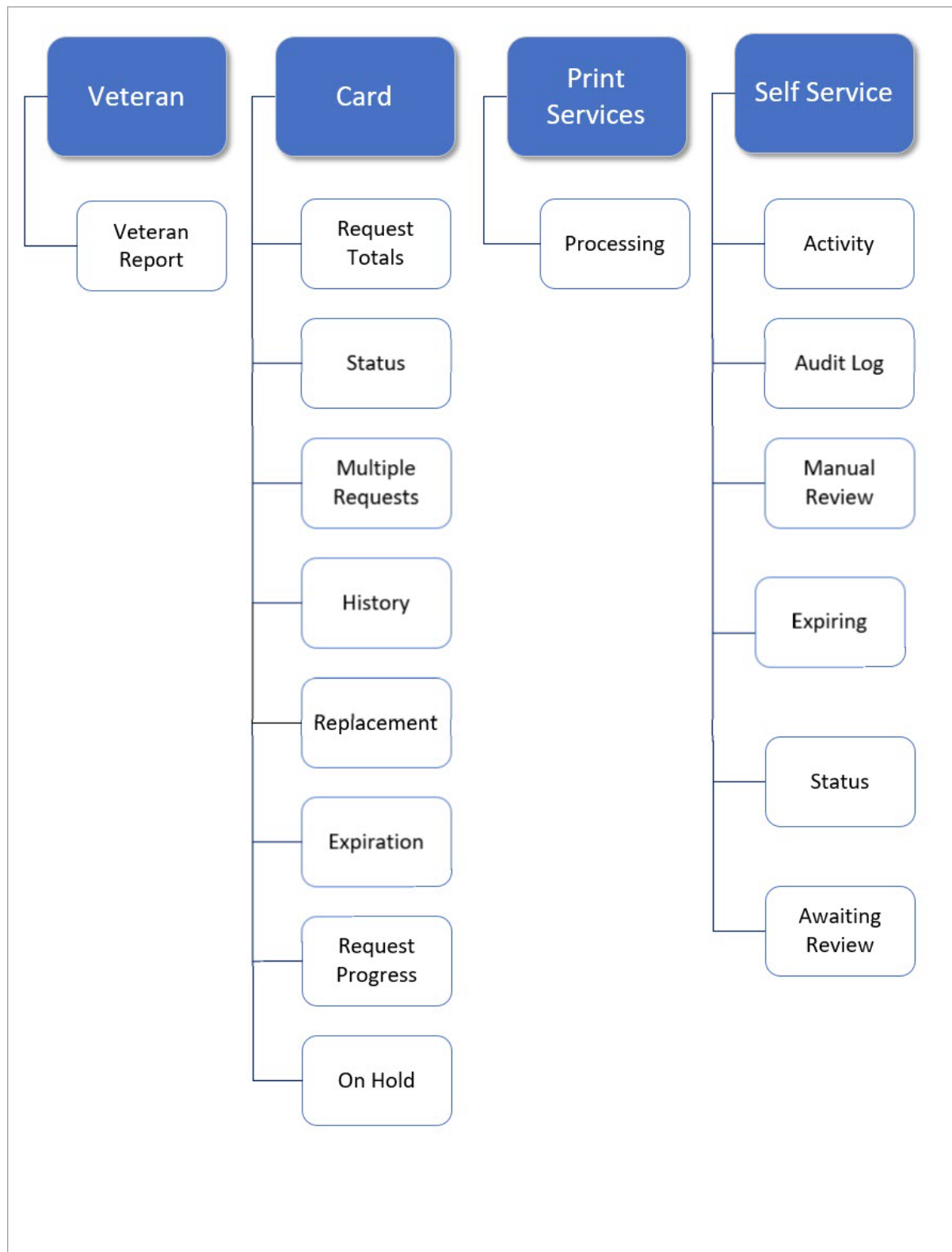


Figure 7:3: Report Tabular Structure for the Associate

The following graphic represents the VHIC tabular report structure for the Read-Only user:

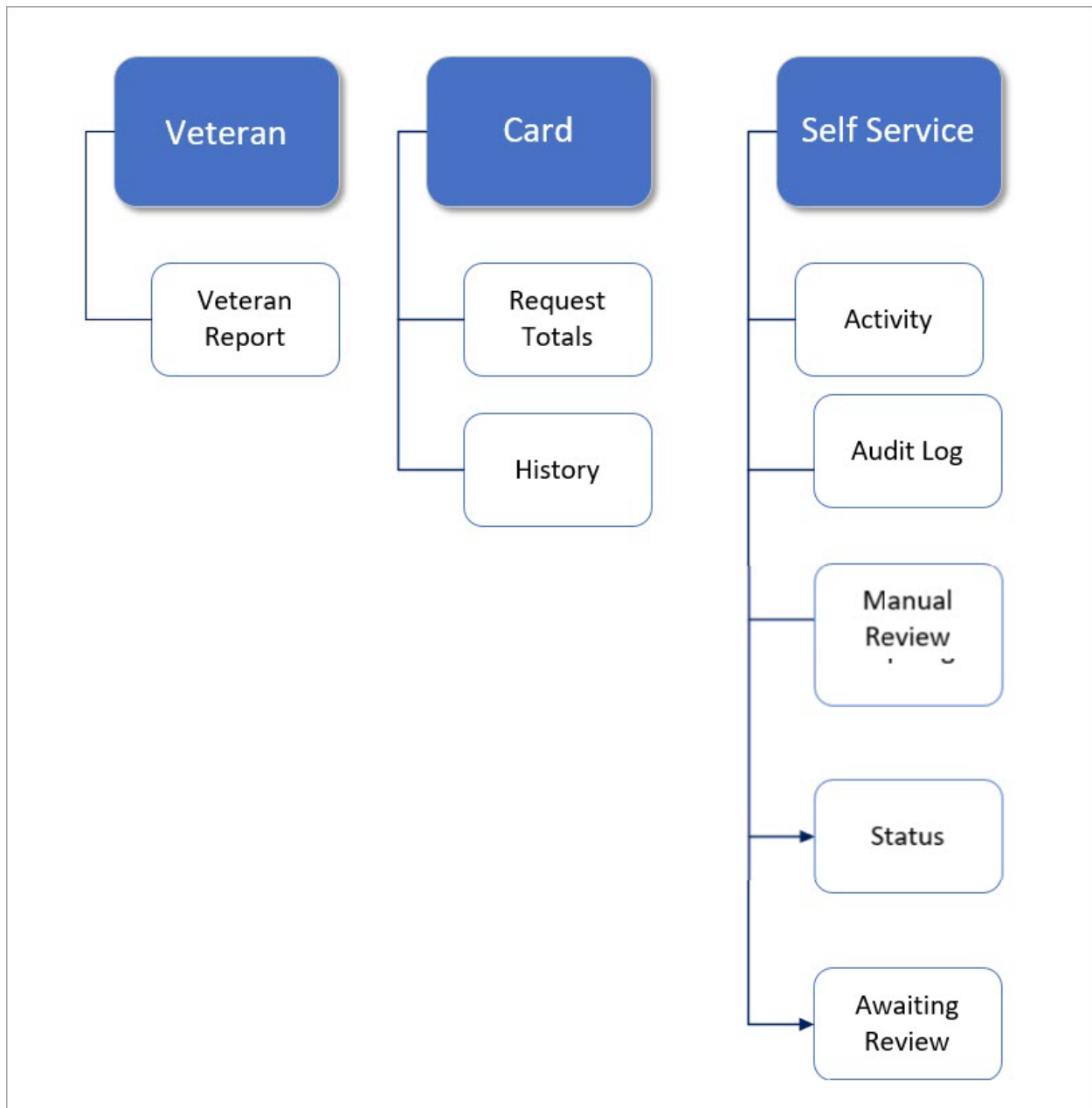


Figure 7:4: Report Tabular Structure for the Read-Only user

7.1. Veteran (Direct Search) Report

Table 3: Veteran Report at a Glance

| At a Glance... | |
|----------------------------------|--|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only |
| Who can access National version? | N/A |
| Date Range Allowed | N/A |
| Search Criteria Available | Last Name, First Name, Date of Birth, Last four of SSN, ICN, Member ID, Card ID, Person ID |

The *Veteran Report* (a.k.a. *Direct Search* or *Veteran Detail Report*) is the first report query screen presented to the VHIC user when accessing the reporting section of VHIC. This report provides a comprehensive overview of all of the information the VHIC application has on a particular Veteran, including their photo.

VeteranCardPrint ServicesAuditingSelf Service

Veteran Report

Search Criteria

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

Clear

Query

Figure 7.5: Veteran Report Query Fields – Administrator, Tech Admin (Tier 3), Auditor and Supervisor

Veteran Report

Search Criteria

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

Figure 7:6: Veteran Report Query Fields – Associate

Veteran Report

Search Criteria

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

Figure 7:7: Veteran Report Query Fields – Read-Only User

After entering the appropriate search traits and clicking the **[Query]** button, a screen will appear with a summary listing of potential matches.

Veteran Health Identification Card (VHIC) [Skip to Content](#)

[Home](#) [Card Request](#) [Reports](#) [Card Management](#) Logged in as:

Veteran Report

| Name | Date of Birth | Date of Death | ICN | Member ID | Service Connected | POW | PH | MH | Enrollment Status |
|------------------------|---------------|---------------|--------------------------|------------|-------------------|-----|----|----|-------------------|
| FOUR MVIPATIENT | 8/22/1985 | | 1012991005V582194 | 2107346530 | N | U | U | N | Y |

Figure 7:8: Veteran Report Search Results

The query result displays a summary view of Veteran information consisting of:

Veteran Health Identification Card 4.23

- Name
 - [Hyperlink to the Veteran Detail Report](#)
- Date of Birth
- ICN
 - [Hyperlink to the Veteran Detail Report](#)
- Member ID
- Service Connected
- POW – Prisoner of War
- PH – Purple Heart
- MH – Medal of Honor
- Enrollment Status



NOTE:

Entering an Invalid ICN, Card ID, or Veteran ID will result in an error message such as the one seen in *Figure 7:9: Card ID Error Message*. Examples of errors include:

- Invalid ICN. ICN must be 17 characters
- Invalid ICN. ICN must not contain special characters
- Invalid ICN format. Please enter valid ICN format, 17 chars (10 digits + V + 6 digits)
- Veteran ID must be an integer value
- Card ID: Please enter a valid number between 0 and 2147483647

The screenshot shows the 'Veteran Report Query Screen' from the U.S. Department of Veterans Affairs. The header includes the VA logo and navigation links: Home, Card Request, Reports, Card Management, and a 'Skip to Content' link. Below the header is a 'Logged in as:' section. The main content area is titled 'Veteran Report' and contains a 'Search Criteria' form. A red arrow points to an error message: 'Card ID: Please enter a valid number between 0 and 2147483647.' The form fields include Last Name, First Name, DOB, Last 4 of SSN, ICN, Member ID, Card ID (with the value '1234325q34' entered), and Person ID. At the bottom of the form are 'Clear' and 'Query' buttons. The footer contains links for VA Home, Privacy, FOIA, Regulations, Web Policies, No FEAR Act, Site Index, and Inspector General, along with the text 'U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420' and 'VHIC 4.10.1 bld 18'.

Figure 7:9: Card ID Error Message

Clicking on the Veteran's name, or on their ICN, displays a comprehensive level of this report, a.k.a. the *VHIC Veteran Detail Report*.

Veteran Detail Report

Veteran: **FOUR ONE MVIPATIENT III**

Person ID: **22993**

| Name | Date of Birth | Date of Death | ICN | Member ID |
|-------------------------|---------------|---------------|-------------------|------------|
| FOUR ONE MVIPATIENT III | 08/22/1985 | | 1012991005V582194 | 2107346530 |

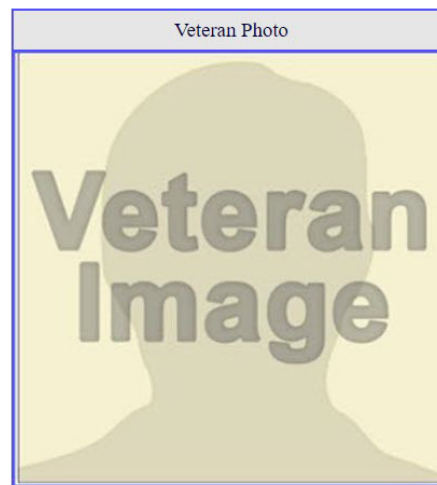
| Service Connected | Prisoner of War | Purple Heart | Medal of Honor | Enrollment Status |
|-------------------|-----------------|--------------|----------------|-------------------|
| NO | U: Unknown | U: Unknown | NO | ELIGIBLE |

| Card Number | Card Status | MVI Status | Print Release Status | Card Expiration Date |
|-------------|-------------|------------|----------------------|----------------------|
| 12213 | Requested | Active | Mailed | 09/26/2028 |

| Enrollment Address | | |
|--------------------|-------|-----|
| 123 SESAME STREET | | |
| | | |
| | | |
| FRONT ROYAL | | |
| VA | 22630 | USA |
| | | |

| Preferred Facility Code | Preferred Facility Name |
|----------------------------|-------------------------|
| 983 | CHYSHR |
| Preferred Facility Address | |
| 2360 E PERSHING BLVD | |
| | |
| | |
| CHEYENNE | |
| WY | 82001-5356 |

| Person ID | Plan ID |
|-------------|------------------------------|
| 22993 | 7346-243-588 |
| Last Update | Last Updated By |
| 05/17/2021 | TEST_TEST_VAAUSIAM-VICTEST31 |



| Card Request Count | | | |
|--------------------|--------|--------------|----------------|
| Total | Legacy | Mass Reissue | User Requested |
| 2 | 0 | 0 | 2 |

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Veteran Detail Report

Figure 7:10: VHIC Veteran Detail Report

Veteran Health Identification Card 4.23

i **NOTE:** If the Veteran has a Preferred Name registered in the system it will appear on the *Veteran Detail Report* within parenthesis where the Full Name appears as seen below.

| Veteran Detail Report | | | | |
|---|-----------------|---------------|----------------------|----------------------|
| Veteran: VGTESTONE THIR TESTTHIRTEEN (THIRTEEN) | | | Person ID: 23239 | |
| Name | Date of Birth | Date of Death | ICN | Member ID |
| VGTESTONE THIR TESTTHIRTEEN (THIRTEEN) | 08/08/1950 | | 1012896256V941508 | 2107398875 |
| Service Connected | Prisoner of War | Purple Heart | Medal of Honor | Enrollment Status |
| NO | U: Unknown | U: Unknown | NO | ELIGIBLE |
| Card Number | Card Status | MVI Status | Print Release Status | Card Expiration Date |
| 13634 | Requested | Active | Pending | 06/03/2032 |

Figure 7:7:11: Veteran Detail Report with Preferred Name Listed.

The *VHIC Veteran Report* contains a hyperlink in the Card Number area. Clicking this hyperlink takes the user to the *VHIC Card History by Card ID report*. This user guide covers [Card History Reports in section 7.5](#).

Veteran ID: ANY Card ID: 12213

| | | | |
|-------------------------------------|----------------|-------------------------|-----------------|
| Veteran: FOUR ONE MVIPATIENT | | Person ID: 22993 | |
| Gender | Date of Birth | Service | Card Count |
| MALE | 08/22/1985 | NO | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |



| | | | |
|---------------------|-------------------|---------------------|-----------------|
| Card Issuer | Last Changed Date | Last Changed By | Card Type |
| TEST_TEST_VAAUSIAM- | 05/17/2021 | TEST_TEST_VAAUSIAM- | VHIC |
| Date Card Requested | Date of Mailing | | Expiration Date |
| 05/17/2021 | | | 09/26/2028 |

| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
|-----------------|---------------------|--------------------|----------------------|
| | Requested | Active | Pending |

| Picture Effective Date | Branch of Service | VISN | Facility |
|------------------------|-------------------|--|--------------------|
| 05/17/2021 | UNAVAILABLE | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | Address Selected By Veteran | |
| | | 123 SESAME STREET FRONT ROYAL VA, 22630 | |

| Status | MVI | Print | Message | Status Change | Changed By |
|---|----------------|----------------|------------------|---------------------|---------------------------------|
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 05/17/2021 16:22:37 | TEST_TEST_VAAUSIAM VICTEST31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--|--------|----------------|----------------------------|---------------------|-----------------------------|
| Pending | Active | Not Started | PENDING REQUEST CORRELATED | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAMVICTEST31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

| Status | MVI | Print | Message | Status Change | Changed By |
|---|--------|----------------|--------------------|---------------------|----------------------------|
| Requested | Active | Pending | REQUEST SUBMITTED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAMVICEST31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report



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| <h1>VHIC Card History by Card ID Report</h1> <p>Veteran ID: ANY Card ID: 13634</p> | | | |
|--|----------------|-------------------------|-----------------|
| Veteran: VGTESTONE THIR TESTTHIRTEEN (THIRTEEN) | | Person ID: 23239 | |
| Gender | Date of Birth | Service | Card Count |
| FEMALE | 08/08/1950 | NO | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Figure 7:13: Card History by Card ID Report with Preferred Name

The *VHIC Veteran Detail Report* also contains a hyperlink in the Person ID area. Clicking this hyperlink takes the user to the *VHIC Card History by Person ID Report*. This user guide covers [Card History Reports in section 7.5](#).

REDACTED

Figure 7:14: VHIC Card History by Person ID

7.2. Card Request Totals Report

Table 4: Card Request Totals Report at a Glance

| At a Glance... | |
|--|---|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run |
| Search Criteria Available (may vary by role) | VISN, Facility, Start Date, End Date |

The Card Request Totals Report gives the user exactly that – the total card requests by selected VISN and/or Facility, in a tabular format within a designated period of time. By default the "End Date" is set to the current date and the "Start Date" is set to a month prior. The Selecting the National checkbox, if available, returns results for all VISNs and Facilities. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role).

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Site Management Logged in as: [User Icon]

Veteran Card Print Services Auditing Self Service

Request Totals Status Multiple Requests History Replacement Expiration Request Progress Swipe/Scan On Hold

Destruction

Card Request Totals Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

5069A - ANN ARBOR NURSING HOME
5069AA - ANN ARBOR NURSING HOME
506BY - ZZ TOLEDO
506GA - TOLEDO CBOC
506GB - FLINT CBOC
506GC - JACKSON MI CBOC
506QA - ANN ARBOR VA CLINIC
508 - ATLANTA VAMC

Date Range

Start Date

End Date

Figure 7:15: Card Request Totals Report query screen – Administrators and Tech Admin (Tier 3)

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration Request Progress Swipe/Scan On Hold Destruction

Card Status Report

Status Selection

☐ MVI Status

☒ Card Status

☐ Print Release Status

Card Status

Site Selection

National ☐

☐ VISN

☒ Facility

Facility

Date Range

Start Date

End Date

Figure 7:16: Card Request Totals Report query screen – Auditor

| | | | |
|----------------|------------|-------------------|----------|
| Veteran | Card | Print Services | Auditing |
| Request Totals | Status | Multiple Requests | History |
| Replacement | Expiration | Request Progress | On Hold |

Card Status Report

Status Selection

☐ MVI Status
☒ Card Status
☐ Print Release Status

Card Status: Requested

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear
Report
Create PDF

Figure 7:17: Card Request Totals Report query screen – Supervisor

| | | | |
|----------------|------------|-------------------|---------|
| Veteran | Card | Print Services | |
| Request Totals | Status | Multiple Requests | History |
| Replacement | Expiration | Request Progress | On Hold |

Card Status Report

Status Selection

☐ MVI Status
☒ Card Status
☐ Print Release Status

Card Status: Requested

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear
Report
Create PDF

Figure 7:18: Card Request Totals Report query screen – Associate

Veteran

Card

Request Totals

History

Card Request Totals Report

Site Selection

☐ VISN
☒ Facility

Facilities

050 - PLATINUM

Date Range

Start Date

10/1/2019

End Date

11/1/2019

Clear

Report

Create PDF

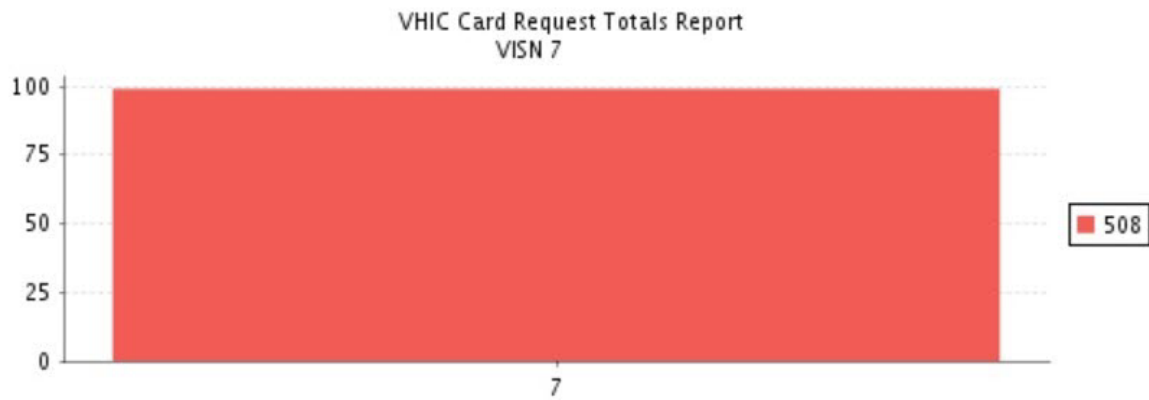
[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
VHIC 4.10.1 bld 18
VHIC Card Request Totals Report Query Screen

Figure 7:19: Card Request Totals Report query screen – Read-Only User

VHIC National Card Request Totals

NATIONAL Start Date: 06/29/2021 End Date: 07/29/2021

| VISN | Facility | CNT |
|---------------|----------|-----|
| 7 | 508 | 99 |
| VISN 7 Totals | | 99 |



National Total 99

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VHIC National Card Request Totals

Figure 7:20: VHIC Card Request National Report

VHIC VISN Card Request Totals

VISN: 7 FACILITY: ALL Start Date: 06/29/2021 End Date: 07/29/2021

| VISN | Facility | CNT |
|---------------|----------|-----|
| 7 | 508 | 99 |
| VISN 7 Totals | | 99 |



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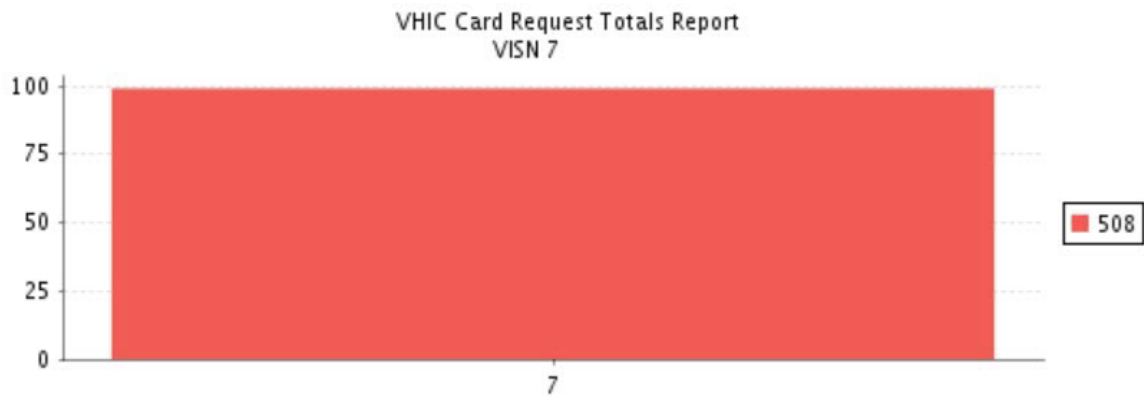
VHIC VISN Card Request Totals

Figure 7:21: VHIC Card Request Totals report – VISN

VHIC Facility Card Request Totals

VISN: ALL FACILITY: 508 Start Date: 06/29/2021 End Date: 07/29/2021

| VISN | Facility | CNT |
|---------------|----------|-----|
| 7 | 508 | 99 |
| VISN 7 Totals | | 99 |



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VHIC Facility Card Request Totals

Figure 7:22: VHIC Card Request Totals report – Facility

7.3. Card Status Report

Table 5: Card Status Report at a Glance

| At a Glance... | |
|--|---|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run |
| Search Criteria Available (may vary by role) | VISN, Facility, MVI Status, Card Status, Print Release Status (which includes a drop down list), Start Date, End Date |

The *Card Status Report* contains three unique categories: MVI Status, Card Status, and Print Release Status. This report has the usual search criterial options such as VISN or Facility, Start Date, and End Date. Along with those, the user must choose one of the three (3) options: *MVI Status*, *Card Status*, or *Print Release Status*. Each one of these options contains their own drop-down-list of items. The user must select one item from the corresponding list prior to running the desired report. The following sections list the options available for each status' selection.

Figure 7:23: Card Status Report query screen – Administrator and Tech Admin (Tier 3)

| | | | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|------------|---------|-------------|--|
| Veteran | Card | Print Services | Auditing | | | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction | |

Card Status Report

Status Selection

☐ MVI Status
☒ Card Status
☐ Print Release Status

Card Status: Requested

Site Selection

National ☐
☐ VISN
☒ Facility

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

Clear
Report
Create PDF

Figure 7:24: Card Status Report query screen – Auditor

| | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|---------|--|
| Veteran | Card | Print Services | Auditing | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold | |

Card Status Report

Status Selection

☐ MVI Status
☒ Card Status
☐ Print Release Status

Card Status: Requested

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear
Report
Create PDF

Figure 7:25: Card Status Report query screen – Supervisor

| | | | | | | | |
|----------------|--------|-------------------|---------|-------------|------------|------------------|---------|
| Veteran | Card | Print Services | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold |

Card Status Report

Status Selection

☐ MVI Status
☒ Card Status
☐ Print Release Status

Card Status Requested

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear
Report
Create PDF

Figure 7:26: Card Status Report query screen – Associate

7.3.1. MVI (Master Veteran Index) Status Option

Clicking the [MVI Status] radio button provides the following report options:

- Active*
- Not Correlated
- Rejected
- Unlinked



NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click **[Report]**. Clicking **[Report]** will display the *VHIC MVI Status Summary Report*.

| | | | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|------------|---------|--|--|
| Veteran | Card | Print Services | Auditing | | | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | | |

Card Status Report

Status Selection

☒ MVI Status
☐ Card Status
☐ Print Release Status

MVI Status

Active
 Not Correlated
 Rejected
 Unlinked

Site Selection

☐ National
☐ VISN
☒ Facility

Facilities

050 - PLATINUM
 101 - CENTRAL OFFICE
 102 - TOPEKA (DATA PROCESSING CNTR)
 103 - CAPITAL REGION DATA CTR (CRDC)
 104 - AUSTIN FINANCE CENTER
 104HC - HEALTHCARE CLAIMS PROCESSING
 105 - VBA MORTGAGE LOAN
 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date
 End Date

Figure 7:27: Card Status Report query screen with MVI Status drop-down options displayed

The *VHIC MVI Status Summary Report* contains hyperlinks (the number in the column relating to the selection made from the drop down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC MVI Status National Summary Report* will take you to the *VHIC MVI Status VISN Summary Report*.

| VHIC MVI Status National Summary Report | | | |
|--|--------|-------------------|------------------|
| NATIONAL Start Date: 06/01/2017 End Date: 07/05/2017 | | | |
| VISN | VISN # | # of Cards Active | # of Cards Total |
| VA Southeast Network | 7 | 9 | 729 |
| National Totals: | | 9 | 729 |
| Thursday 06 July 2017 | | | |
| Page 1 of 1 | | | |
| VHIC MVI Status National Summary Report | | | |

Figure 7:28: VHIC MVI Status National Summary Report – Active

Clicking on the hyperlink in the *VISN Summary Report* will take you to the *VHIC MVI Status Facility Detail Report* with results broken down by Veteran.

| VHIC MVI Status VISN Summary Report VISN: 7 Start Date: 06/01/2017 End Date: 07/05/2017 | | | | | |
|---|--------|--------------|------------|-------------------|------------------|
| VISN | VISN # | Facility | Facility # | # of Cards Active | # of Cards Total |
| VA Southeast Network | 7 | ATLANTA VAMC | 508 | 9 | 729 |
| VISN 7 Totals: | | | | 9 | 729 |
| Thursday 06 July 2017 Page 1 of 1 | | | | | |
| VHIC MVI Status VISN Summary Report | | | | | |

Figure 7:29: VHIC MVI Status VISN Summary Report – Active

If you searched by Facility, you would be given the *VHIC MVI Status Facility Summary Report* and would click on the hyperlink to be taken to the *VHIC MVI Status Facility Detail Report*.

| VHIC MVI Status Facility Summary Report | | | | | |
|---|--------|--------------|------------|-------------------|------------------|
| Facility: 508 Start Date: 06/01/2017 End Date: 07/05/2017 | | | | | |
| VISN | VISN # | Facility | Facility # | # of Cards Active | # of Cards Total |
| VA Southeast Network | 7 | ATLANTA VAMC | 508 | 9 | 729 |
| VISN 7 Totals: | | | | 9 | 729 |
| Thursday 06 July 2017 | | | | | |
| Page 1 of 1 | | | | | |
| VHIC MVI Status Facility Summary Report | | | | | |

Figure 7:30: VHIC MVI Status Facility Summary Report – Active

VHIC MVI Status Facility Detail Summary Report

Facility: 508 Start Date: 05/11/2022 End Date: 06/11/2022

| Facility | Facility # | Status Date | MVI Status | Last Name | First Name | Preferred Name | Member ID | Card Cnt |
|--------------|------------|-------------|------------|----------------|------------------|----------------|------------|----------|
| ATLANTA VAMC | 508 | 05/11/2022 | Active | TESTEIGHTYONE | AATESTNINE | | 1607956533 | 1 |
| ATLANTA VAMC | 508 | 05/18/2022 | Active | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 2110405637 | 1 |
| ATLANTA VAMC | 508 | 05/18/2022 | Active | TESTSEVENTYONE | VGTESTFIFTYNINE | FIFTYNINE | 2110418127 | 1 |
| ATLANTA VAMC | 508 | 05/19/2022 | Active | TESTEIGHT | AATESTNINETEEN | | 2107398441 | 1 |

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VHIC MVI Status Facility Detail Summary Report

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Figure 7:31: VHIC MVI Status Facility Detail Report – Active

7.3.2. Card Status Option

Clicking the [Card Status] radio button provides the following report options:

- Replaced
- Deactivated
- Expired
- On Hold
- Pending
- Requested*
- Defunct



NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the [Report] button. Clicking [Report] will display the *VHIC Card Status Report*.

| | | | | | | | | |
|----------------|--------|-------------------|----------|-------------|------------|------------------|------------|---------|
| Veteran | Card | Print Services | Auditing | | | | | |
| Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold |

Card Status Report

Status Selection

Card Status

Site Selection

National

Facilities

Date Range

Start Date

End Date

Clear

Report

Create PDF

Replaced

Deactivated

Expired

On Hold

Pending

Requested

Defunct

Pending Destruction

Destroyed

050 - PLATINUM

101 - CENTRAL OFFICE

102 - TOPEKA (DATA PROCESSING CNTR)

103 - CAPITAL REGION DATA CTR (CRDC)

104 - AUSTIN FINANCE CENTER

104HC - HEALTHCARE CLAIMS PROCESSING

105 - VBA MORTGAGE LOAN

106 - ZZ-VA DEBT MGT -NOT ACTIVE**

6/1/2017

7/5/2017

Figure 7:32: Card Status Report query screen with Card Status drop-down menu options displayed

The *VHIC Card Status Report* contains hyperlinks (the number in the column relating to the selection made from the drop down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC Card Status National Report* will take you to the *VHIC Card Status VISN Report*.

VHIC Card Status National Summary Report

NATIONAL Start Date: 06/01/2017 End Date: 07/05/2017

| VISN | VISN # | # of Cards Requested | # of Cards Total |
|-------------------------|--------|----------------------|------------------|
| VA Southeast Network | 7 | 7 | 729 |
| National Totals: | | 7 | 729 |

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VHIC Card Status National Summary Report

Figure 7:33: VHC Card Status National Summary Report – Requested

Clicking on the hyperlink in the *VISN Summary Report* will take you to the *VHIC Card Status Detail Report* with results broken down by Veteran.

| VHIC Card Status VISN Summary Report | | | | | |
|---|--------|--------------|------------|----------------------|------------------|
| VISN: 7 Start Date: 06/01/2017 End Date: 07/05/2017 | | | | | |
| VISN | VISN # | Facility | Facility # | # of Cards Requested | # of Cards Total |
| VA Southeast Network | 7 | ATLANTA VAMC | 508 | 7 | 729 |
| VISN 7 Totals: | | | | 7 | 729 |

Figure 7:34: VHIC Card Status VISN Summary Report – Requested

If you searched by Facility, you would be given the *VHIC Card Status Facility Report* and would click on the hyperlink to be taken to the *VHIC Card Status Detail Report*.

| VHIC Card Status Facility Summary Report | | | | | |
|---|--------|--------------|------------|----------------------|------------------|
| Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017 | | | | | |
| VISN | VISN # | Facility | Facility # | # of Cards Requested | # of Cards Total |
| VA Southeast Network | 7 | ATLANTA VAMC | 508 | 11 | 740 |
| VISN 7 Totals: | | | | 11 | 740 |

| | | |
|---------------------|--|-------------|
| Friday 21 July 2017 | VHIC Card Status Facility Summary Report | Page 1 of 1 |
|---------------------|--|-------------|

Figure 7:35: VHIC Card Status Facility Summary Report – Requested

| VHIC Card Status Facility Detail Report | | | | | | | | |
|---|------------|-------------|-------------|----------------|-----------------|----------------|-------------|-------------|
| Facility: 508 Start Date: 05/11/2022 End Date: 06/11/2022 | | | | | | | | |
| Facility | Facility # | Status Date | Card Status | Last Name | First Name | Preferred Name | Card Number | Member ID |
| ATLANTA VAMC | 508 | 05/11/2022 | Requested | TESTFOURTEEN | AATESTTWELVE | | 13549 | 1607956533 |
| ATLANTA VAMC | 508 | 05/18/2022 | Requested | TESTSEVENTYONE | VGTESTFIFTYNINE | FIFTYNINE | 13581 | 2110418127 |
| Saturday 11 June 2022 | | | | | | | | Page 1 of 1 |

Figure 7:36: VHIC Card Status Facility Detail Report – Requested

7.3.3. Print Release Status Option

Clicking the [Print Release Status] radio button provides the following report options:

Veteran Health Identification Card 4.23

- Cancelled
- Error
- Mailed*
- Not Started
- Pending
- Received
- Rejected
- Sent



NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the *VHIC Print Status Summary Report*.

Figure 7:37: Card Status Report query screen with Print Release Status drop-down menu options displayed

The *VHIC Print Status Report* contains hyperlinks (the number in the column relating to the selection made from the drop down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC Print Status National Report* will take you to the *VHIC Print Status VISN Summary Report*.

| VHIC Print Status National Summary Report | | | |
|---|--------|-------------------|------------------|
| Start Date: 06/01/2017 End Date: 07/20/2017 | | | |
| ISN | VISN # | # of Cards Mailed | # of Cards Total |
| A Southeast Network | 7 | 5 | 25 |
| National Totals: | | 5 | 25 |

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VHIC Print Status National Summary Report

Figure 7:38: VHIC Print Status National Summary Report – Mailed

Clicking on the hyperlink in the VISN Summary Report will take you to the *VHIC Print Status Detail Report* with results broken down by Veteran.

| <h1>VHIC Print Status VISN Summary Report</h1> <p>VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/20/2017</p> | | | | | |
|---|--------|--------------|------------|-------------------|------------------|
| ISN | VISN # | Facility | Facility # | # of Cards Mailed | # of Cards Total |
| A Southeast Network | 7 | ATLANTA VAMC | 508 | 5 | 25 |
| ISN 7 Totals: | | | | 5 | 25 |
| <p>Friday 21 July 2017</p> <p>VHIC Print Status VISN Summary Report</p> <p>Page 1 of 1</p> | | | | | |

Figure 7:39: VHIC Print Release Status Summary Report - VISN – Mailed

If you searched by Facility, you would be given the *VHIC Print Status Facility Report* and would click on the hyperlink to be taken to the *VHIC Print Status Detail Report*.

| <h1>VHIC Print Status Facility Summary Report</h1> <p>VISN: ALL Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017</p> | | | | | |
|---|--------|--------------|------------|-------------------|------------------|
| ISN | VISN # | Facility | Facility # | # of Cards Mailed | # of Cards Total |
| A Southeast Network | 7 | ATLANTA VAMC | 508 | 5 | 25 |
| ISN 7 Totals: | | | | 5 | 25 |
| <p>Friday 21 July 2017</p> <p>VHIC Print Status Facility Summary Report</p> <p>Page 1 of 1</p> | | | | | |

Figure 7:40: VHIC Print Release Status Summary Report - Facility – Mailed

| VHIC Print Status Facility Detail Report Facility: 508 Start Date: 05/11/2022 End Date: 06/11/2022 | | | | | | | | |
|--|------------|-------------|-------------------|--------|--------------|-------------|----------------|------------|
| Facility | Facility # | Date Mailed | # of Cards Mailed | Reason | Last Name | First Name | Preferred Name | Member ID |
| ATLANTA VAMC | 508 | 05/12/2022 | 1 | | TESTELEVEN | AAFOURTEEN | | 1607956533 |
| ATLANTA VAMC | 508 | 05/12/2022 | 1 | | TESTFOUR | AANDINETEEN | | 2107398557 |
| ATLANTA VAMC | 508 | 05/12/2022 | 1 | | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 2107398875 |
| Saturday 11 June 2022 Page 1 of 1 | | | | | | | | |

Figure 7:41: VHIC Print Status Detail Report - Facility – Mailed

7.4. Multiple Card Requests Report

Table 6: Multiple Request Report at a Glance

| At a Glance... | |
|--|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run |
| Search Criteria Available (may vary by role) | Card Requests (#), VISN, Facility, Cards Requested, Cards Mailed, Start Date, End Date |

The *Multiple Card Requests Report* provides a summary of either multiple cards requested for a Veteran or multiple cards mailed to a Veteran. The user must select the radio button corresponding to the desired report. This report is customizable and will return multiples based on specific numeric criteria entered into the Card Requests field (*the default is two (2)*).

Once the user specifies a number of cards requested or mailed, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the *VHIC Detailed Report for Number of Cards Requested/Mailed*.

Figure 7:42: Multiple Card Requests Report query screen – Administrator and Tech Admin (Tier 3)

| | | | |
|----------------|--------|-------------------|-------------|
| Veteran | Card | Print Services | Auditing |
| Request Totals | Status | Multiple Requests | History |
| | | Replacement | Expiration |
| | | Request Progress | Swipe/Scan |
| | | On Hold | Destruction |

Multiple Card Requests Report

Filters

Card Requests

☒ Cards Requested
☐ Cards Mailed

Site Selection

☐ National
☐ VISN
☒ Facility

Facility

Date Range

Start Date

End Date

Figure 7:43: Multiple Card Requests Report query screen – Auditor

| | | | |
|----------------|--------|-------------------|------------|
| Veteran | Card | Print Services | Auditing |
| Request Totals | Status | Multiple Requests | History |
| | | Replacement | Expiration |
| | | Request Progress | On Hold |

Multiple Card Requests Report

Filters

Card Requests

☒ Cards Requested
☐ Cards Mailed

Site Selection

Facility

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7:44: Multiple Card Requests Report query screen – Supervisors

Request Totals Status **Multiple Requests** History Replacement Expiration Request Progress On Hold

Multiple Card Requests Report

Filters

Card Requests

☒ Cards Requested
☐ Cards Mailed

Site Selection

Facility

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF

Figure 7:45: Multiple Card Requests Report query screen – Associate

The *VHIC Summary Report for Number of Cards Requested/Mailed - National* lists all the VISNs and contains a hyperlink in the **VISN #** column. Clicking the hyperlink takes the user to the *VHIC Detailed Report for Number of Cards Requested/Mailed - VISN* report.

VHIC National Summary Report for Number of Cards Requested

NATIONAL Start Date: 06/01/2017 End Date: 07/20/2017

| VISN | VISN # | # Veterans | # Cards Requested |
|----------------------|--------|------------|-------------------|
| VA Southeast Network | 7 | 1 | 2 |
| | | 2 | 3 |
| | | 1 | 4 |

NATIONAL Total: 4 9

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VHIC National Summary Report for Number of Cards Requested

Figure 7:46: VHIC National Summary Report for Number of Cards Requested

The *VHIC Detail Report for Number of Cards Requested/Mailed - VISN* lists all the Facilities for the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC Facility Detailed Report for Number of Cards Requested/Mailed* report.

| VHIC VISN Summary Report for Number of Cards Requested VISN: 7 Start Date: 06/01/2017 End Date: 07/20/2017 | | | |
|--|--------|------------|-------------------|
| VISN | VISN # | # Veterans | # Cards Requested |
| VA Southeast Network | 7 | 1 | 2 |
| | | 2 | 3 |
| | | 1 | 4 |
| Friday 21 July 2017 | | | |
| Page 1 of 1 VHIC VISN Summary Report for Number of Cards Requested | | | |

Figure 7:47: VHIC VISN Summary Report for Number of Cards Requested

When the user searches by Facility, the *VHIC Detailed Report for Number of Cards Requested/Mailed - Facility* lists all the VISNs and contains a hyperlink in the Facility # column. Clicking on the facility number will drill down further to show a breakdown by Veteran.

| VHIC Facility Summary Report for Number of Cards Requested Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017 | | | |
|--|------------|------------|-------------------|
| Facility | Facility # | # Veterans | # Cards Requested |
| VA Southeast Network 7 | | | |
| ATLANTA VAMC | 508 | 1 | 2 |
| | | 2 | 3 |
| | | 1 | 4 |
| Friday 21 July 2017 | | | |
| Page 1 of 1 VHIC Facility Summary Report for Number of Cards Requested | | | |

Figure 7:48: VHIC Facility Summary Report for Number of Cards Requested

The *VHIC Facility Detailed Report for Number of Cards Requested/Mailed* report includes the Veteran's Name, Member ID (if available), and number of Cards Requested/Mailed.

| VHIC Facility Detail Report for Number of Cards Requested Site: 508 Start Date: 05/11/2022 End Date: 06/11/2022 | | | | |
|---|------------------|----------------|------------|-------------------|
| Last Name | First Name | Preferred Name | Member ID | # Cards Requested |
| ATLANTA VAMC 508 | | | | |
| TESTTHIRTEEN | VGTESTONE | THIRTEEN | 2107398875 | 43 |
| TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 2110405637 | 8 |
| TESTSEVENTYONE | VGTESTFIFTYNINE | FIFTYNINE | 2110418127 | 4 |
| TESTFOURTYNINE | VGTESTTHIRTYNINE | | | 2 |
| Saturday 11 June 2022 | | | | Page 1 of 1 |
| VHIC Facility Detail Report for Number of Cards Requested | | | | |

Figure 7:49: VHIC Facility Detail Report for Number of Cards Requested

7.5. Card History Report

Table 7: Card History Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only |
| Who can access National version? | N/A |
| Date Range Allowed | N/A |
| Search Criteria Available | Card ID, Person ID |

The *Card History Report* provides the user with a breakdown of requested cards. To access these reports, enter a **Card ID** number or a **Person ID** number of the Veteran.

Request Totals Status Multiple Requests **History** Replacement Expiration Request Progress Swipe/Scan On Hold Destruction

Card History Report

Search Criteria

Card ID

Person ID

Clear Report Create PDF

Figure 7:50: Card History Report query screen – Administrators, Tech Administrator (Tier 3), and Auditors

Request Totals Status Multiple Requests **History** Replacement Expiration Request Progress On Hold

Card History Report

Search Criteria

Card ID

Person ID

Clear Report Create PDF

Figure 7:51: Card History Report query screen – Supervisor

Request Totals Status Multiple Requests **History** Replacement Expiration Request Progress On Hold

Card History Report

Search Criteria

Card ID

Person ID

Clear Report Create PDF

Figure 7:52: Card History Report query screen – Associate

Request Totals History

Card History Report

Search Criteria

Card ID

Person ID

Clear Report Create PDF

Figure 7:53: Card History Report query screen – Read-Only User

Searching by **Card ID** (found in the [Veteran Detail Report](#)) returns a single result for that specific card number, referred to as the *Card History by Card ID Report*.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 13581

| | | | |
|--|----------------|-------------------|------------------|
| Veteran: VGTESTFIFTYNINE TESTSEVENTYONE (FIFTYNINE) | | | Person ID: 23853 |
| Gender | Date of Birth | Service | Card Count |
| FEMALE | 05/20/1950 | YES | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: 13581



| | | | |
|------------------------|---------------------|------------------------------------|----------------------|
| Card Issuer | Last Changed Date | Last Changed By | Card Type |
| | 05/19/2022 | VIC | VHIC |
| Date Card Requested | Date of Mailing | Expiration Date | |
| 05/18/2022 | | 05/18/2032 | |
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| PICTURE COLLISION | Requested | Active | Sent |
| Picture Effective Date | Branch of Service | VISN | Facility |
| 05/18/2022 | SPACE_FORCE | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | Address Selected By Veteran | |
| | | 10085 E STREET RESTON VA, 20191 | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------------|----------------|------------------|---------------------|---------------------|
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 05/18/2022 17:28:39 | |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Lost | | | | | |

| Status | MVI | Print | Message | Status Change | Changed By |
|---------------------|--------|----------------|-----------------------------|---------------------|------------|
| Pending | Active | Not Started | PENDING REQUEST CORRELATED. | 05/18/2022 17:28:39 | |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | |
| Deactivation Reason | | | | | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|--------|----------------|--------------------|---------------------|---------------------|
| Requested | Active | Pending | REQUEST SUBMITTED. | 05/18/2022 17:28:39 | |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Lost | | | | | |

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VHIC Card History by Card ID Report

| Status | MVI | Print | Message | Status Change | Changed By |
|---------------------|--------|----------------|------------------|---------------------|------------|
| Requested | Active | Sent | SENT TO PRINTER. | 05/19/2022 18:34:29 | VIC |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | |
| Deactivation Reason | | | | | |
| Lost | | | | | |

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VHIC Card History by Card ID Report

Figure 7:54: VHIC Card History by Card ID Report

Veteran Health Identification Card 4.23

Searching by **Person ID** (found in the [Veteran report](#)) returns all of the cards requested for that Veteran, referred to as the *Card History by Person ID Report*.

REDACTED

Figure 7:55: Card History by Person ID Report

Both reports, *Card History by Card ID* and *Card History by Person ID*, provide the user with the following information tied to that particular card:

- Veteran's name
- Person ID
- Gender
- Date of Birth
- Service status
- Card Count
- Purple Heart status
- Medal of Honor status
- Enrollment Status
- Prisoner of War status
- Card ID
- Card Issuer
- Last Changed Date
- Last Changed By
- Card Type
- Date Card Requested
- Date of Mailing
- Expiration Date
- Picture Comment
- Current Card Status
- Current MVI Status
- Current Print status
- Picture Effective Date
- Branch of Service
- VISN
- Facility
- Replacement Reason (If any)

- Hold Reason(s) (If any)
- Print Error Reason (If any)
- Deactivation Reason (If any)

A history of the three statuses is also available. This allows reviewers to monitor and verify the various stages the card request has gone through as well as its final status at the time of the report.

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|----------------|--------------------|---------------------|---------------------|--------------------|
| On Hold | Active | Not Started | ON HOLD UPDATED. | 12/07/2015 09:30:18 | VAAUSIAM-VICTEST43 |
| Replacement Reason | Hold Reason(s) | Print Error Reason | Deactivation Reason | | |
| Lost | NOT PROOFED | | | | |

Figure 7:56: Card History Report Status History

7.6. Card Replacement Report

Table 8: Card Replacement Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Administrator, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | VISN, Facility, Start Date, End Date |

Each *Card Replacement Report* gives the user a breakdown, in a tabular format, of the requested replacement cards. The report, sorted by the replacement reasons and by the selected VISN and/or Facility, displays the number of Cards Replaced for each specific reason, and provides a hyperlinked number. Clicking a hyperlink takes the user to reports that are more detailed.

Selecting the **[National]** checkbox (if available) will return results for all VISNs and Facilities. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role).

Request Totals Status Multiple Requests History **Replacement** Expiration Request Progress Swipe/Scan On Hold Destruction

Card Replacement Report

Site Selection

National ☐

☐ VISN
☒ Facility

Facilities

- 050 - PLATINUM
- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

Figure 7:57: VHA Card Replacement Report query screen – Administrators and Tech Administrators (Tier 3)

Request Totals Status Multiple Requests History **Replacement** Expiration Request Progress Swipe/Scan On Hold Destruction

Card Replacement Report

Site Selection

National ☐

☐ VISN
☒ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

Figure 7:58: VHA Card Replacement Report query screen – Auditors

Figure 7:59: Card Replacement Report query screen – Supervisors

Figure 7:60: VHIC Card Replacement Report query screen – Associates

The *VHIC Card Replacement National Report* lists the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC Card Replacement VISN Summary Report*.

VHIC Card Replacement National Summary Report

Number of Cards Replaced Between 06/01/2017 and 07/20/2017
National Report

| Facility | Facility # | # of Cards Replaced |
|----------------------------|------------|---------------------|
| ISN 7 VA Southeast Network | | |
| ATLANTA VAMC | 508 | 18 |
| ISN 7 Totals: | | 18 |

NATIONAL Total:

18

Friday 21 July 2017

Page 1 of 1

VHIC Card Replacement National Summary Report

Figure 7:61: VHIC Card Replacement Summary Report – National

The *VHIC Card Replacement Facility Report* lists the Replacement Reasons and contains a hyperlink in the # of Cards Replaced column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Facility Sub-Reason Report*.

| VHIC Card Replacement Facility Summary Report Number of Cards Replaced Between 06/01/2017 and 07/20/2017 Facility: 508 | |
|---|---------------------|
| Replacement Reason | # of Cards Replaced |
| Facility 508 ATLANTA VAMC | |
| Lost | 15 |
| Stolen | 3 |
| Facility 508 Totals: | 18 |
| Friday 21 July 2017 Page 1 of 1 | |
| VHIC Card Replacement Facility Summary Report | |

Figure 7:62: VHIC Card Replacement Facility Report – Summary



NOTE: The "No Matching Data" message will show when no records are returned to be consistent with the other summary level reports for this option.

| VHIC Card Replacement Facility Summary Report Number of Cards Replaced Between 10/05/2019 and 11/05/2019 Facility: 050 | |
|---|---------------------|
| Replacement Reason | # of Cards Replaced |
| No Matching Data | |
| Tuesday 05 November 2019 Page 1 of 1 | |
| VHIC Card Replacement Facility Summary Report | |

Figure 7:63: No Matching Data Message

The *VHIC Card Replacement Facility Sub-Reason Report* contains a hyperlink in the # of Cards Replaced column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

| VHIC Card Replacement Facility Subreason Summary Report Number of Cards Replaced By Subreason Between 06/01/2017 and 07/20/2017 Facility: 508 | | |
|--|------------------------|---------------------|
| Replacement Reason | Replacement Sub Reason | # of Cards Replaced |
| tolen | | 3 |
| Facility 508 Totals: | | 3 |
| Friday 21 July 2017 Page 1 of 1 | | |
| VHIC Card Replacement Facility Subreason Summary Report | | |

Figure 7:64: VHIC Card Replacement Facility Sub Reason Report – Summary

The *VHIC Card Replacement Sub-Reason Detail* contains hyperlinks in both the Card Number column and the Last 4 SSN column. Clicking the hyperlink under Card Number will take the user to the *Card History Report* for that Card ID, and clicking on the hyperlink under the Last 4 SSN takes the user to the *Veteran Detail Report* for the Veteran selected.

REDACTED

Figure 7:65: VHIC Card Replacement Facility Sub Reason Detail report

7.7. Card Expiration Report

Table 9: Card Expiration Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Administrator, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | VISN, Facility, Start Date, End Date |

The *Card Expiration Report* allows the user to view information pertaining to VHICs that have expired. From the *Card Expiration Report* screen, the user can query expired cards by National, VISN, or Facility, depending on their role.



NOTE: The user can also find VHICs set to expire by selecting future start and end dates.

Figure 7:66: Card Expiration Report query screen – Administrators and Tech Administrators (Tier 3)

Request Totals Status Multiple Requests History Replacement **Expiration** Request Progress Swipe/Scan On Hold Destruction

Card Expiration Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

Figure 7:67: Card Expiration Report query screen – Auditors

Request Totals Status Multiple Requests History Replacement **Expiration** Request Progress On Hold

Card Expiration Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF

Figure 7:68: Card Expiration Report query screen – Supervisors

Figure 7:69: Card Expiration Report query screen – Associates

The *VHIC Card Expiration Summary Report - National* lists the VISNs and Facilities and contains a hyperlink in the VISN Number column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Site Report – VISN*.

| VISN Name | VISN Number | # of Cards Expiring |
|----------------------|-------------|---------------------|
| VA Southeast Network | 7 | 10 |

Figure 7:70: VHIC Card Expiration National Summary Report

The *VHIC Card Expiration Site Report - VISN* contains a hyperlink in the Facility Number column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

| VHIC Card Expiration VISN Summary Report | | |
|---|-------------------|---------------------|
| Number of Cards Expiring Between 01/01/2015 and 07/23/2017 VISN: 7 | | |
| VISN Name | VISN Number | # of Cards Expiring |
| VA Southeast Network | 7 | 10 |
| Monday 24 July 2017 | | Page 1 of 1 |
| VHIC Card Expiration VISN Summary Report | | |

Figure 7:71: VHIC Card Expiration VISN Summary Report

In addition, when searching my Facility on the query screen, the VHIC user will be taken to *VHIC Card Expiration Site Report – Facility*. The *VHIC Card Expiration Site Report - Facility* contains a hyperlink in the Facility Number column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

| VHIC Card Expiration Facility Summary Report Number of Cards Expiring Between 01/01/2015 and 07/23/2017 Site: 508 | | |
|--|-----------------|---------------------|
| Facility Name | Facility Number | # of Cards Expiring |
| ATLANTA VAMC | 508 | 10 |
| Monday 24 July 2017 | | Page 1 of 1 |
| VHIC Card Expiration Facility Summary Report | | |

Figure 7:72: VHIC Card Expiration Facility Summary Report

The *VHIC Card Expiration Detail Report* contains hyperlinks in both the Card Number column and the Last 4 SSN column. Clicking the hyperlink under Card Number will take the user to the *Card History Report* for that Card ID, and clicking on the hyperlink under the Last 4 SSN takes the user to the *Veteran Detail Report* for the Veteran selected.

| VHIC Card Expiration Facility Detail Report | | | | | | |
|--|-------------|------------|----------------|-------------|---------------|------------|
| Number of Cards Expiring 7 VA Southeast Network 508 ATLANTA VAMC Between 01/01/2021 and 06/11/2022 | | | | | | |
| Expiration Date | Last Name | First Name | Preferred Name | Card Number | Date of Birth | Last 4 SSN |
| 01/28/2021 | AATESTTWENY | TESTONE | | 5517 | 04/04/1980 | 4435 |
| Site 508 Totals: | | | | | | 1 |
| Saturday 11 June 2022 | | | | | Page 1 of 1 | |
| VHIC Card Expiration Facility Detail Report | | | | | | |

Figure 7:73: VHIC Card Expiration Facility Detail Report

7.8. Card Request Progress Report

Table 10: Card Request Progress Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Administrator, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | VISN, Facility, Start Date, End Date |

There are many stages that a VHIC (card) goes through once the user clicks either the **[Submit]** button or the **[Hold]** button.

The *Card Request Progress* report allows the user to see how many cards are currently at each step of the Card Request lifecycle starting from the time the VHIC user clicks on either the **[Submit]** button or the **[Hold]** button, all the way through the mailed confirmation for a given VISN, Facility and Nationally, during a set time period.

The card request stages that are displayed on this report are: Pending, Request Submitted, On Hold, Defunct, Sent to Printer, Acknowledged, Rejected, and Confirmed Mailed.

This would allow the user to keep an eye on potential areas of trouble (i.e. Cards On-Hold or timing out and becoming Defunct) and be able to track down what is happening at each stage much easier.

Request Totals Status Multiple Requests History Replacement Expiration **Request Progress** Swipe/Scan On Hold Destruction

Card Request Progress Report

Site Selection

National ☐

☐ VISN
☒ Facility

Facilities

- 050 - PLATINUM
- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

Figure 7:74: Card Request Progress Report query screen - Administrators and Tech Administrators (Tier 3)

Request Totals Status Multiple Requests History Replacement Expiration **Request Progress** Swipe/Scan On Hold Destruction

Card Request Progress Report

Site Selection

National ☐

☐ VISN
☒ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

Figure 7:75: Card Request Progress Report query screen – Auditors

Figure 7:76: Card Request Progress Report query screen – Supervisors

Figure 7:77: Card Request Progress Report query screen – Associates

The *VHIC Card Request Progress National Summary Report* lists all of the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC Card Request Progress VISN Summary Report*.

| VHIC Card Request Progress National Summary Report <small>NATIONAL Start Date: 07/01/2016 End Date: 08/04/2016</small> | | | | | | | | | |
|--|--------|---------|-------------------|---------|---------|-----------------|--------------|----------|------------------|
| VISN Network Name | VISN # | Pending | Request Submitted | On Hold | Defunct | Sent to Printer | Acknowledged | Rejected | Confirmed Mailed |
| VA Healthcare - VISN 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| VA Mid-Atlantic Health Care Network | 6 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 |
| VA Southeast Network | 7 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| NATIONAL Totals: | 17 | 0 | 7 | 1 | 0 | 0 | 0 | 0 | 0 |
| <small>Friday 05 August 2016</small> | | | | | | | | | |
| <small>VHIC Card Request Progress National Report</small> | | | | | | | | | |
| <small>Page 1 of 1</small> | | | | | | | | | |

Figure 7:78: VHIC Card Request Progress National Summary Report

The *VHIC Card Request Progress VISN Summary Report* lists all of the Facilities included in the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC Card Request Progress Facility Summary Report*.

| VHIC Card Request Progress VISN Summary Report VISN: 1 Start Date: 11/01/2015 End Date: 12/16/2015 | | | | | | | | | |
|---|------------|---------|-------------------|---------|---------|-----------------|--------------|----------|------------------|
| Facility Name | Facility # | Pending | Request Submitted | On Hold | Defunct | Sent to Printer | Acknowledged | Rejected | Confirmed Mailed |
| BEDFORD VAMC | 518 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 |
| <div> <div>Thursday 17 December 2015</div> <div> VHIC Card Request Progress VISN Summary Report </div> <div>Page 1 of 1</div> </div> | | | | | | | | | |

Figure 7:79: VHIC Card Request Progress VISN Summary Report

The *VHIC Card Request Progress Facility Summary Report* contains a hyperlink on the number displayed for each progress status column. Clicking the hyperlink takes the user to the *VHIC Card Request Progress Facility Detail Report* for the selected progress status.

| VHIC Card Request Progress Facility Summary Report | | | | | | | | | |
|--|------------|---------|-------------------|---------|---------|-----------------|--------------|----------|------------------|
| Facility: 518 Start Date: 11/01/2015 End Date: 12/16/2015 | | | | | | | | | |
| Facility Name | Facility # | Pending | Request Submitted | On Hold | Defunct | Sent to Printer | Acknowledged | Rejected | Confirmed Mailed |
| BEDFORD VAMC | 518 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 |
| <div>Thursday 17 December 2015</div> <div> VHIC Card Request Progress Facility Summary Report Page 1 of 1 </div> | | | | | | | | | |

Figure 7:80: VHIC Card Request Progress Facility Summary Report

The *VHIC Card Request Progress Facility Detail Report* will provide a detailed list of all the cards that have the selected status. The user will be able to see the Status Date, Veteran's Name, Card ID, and Member ID (if available).

The *VHIC Card Request Progress Facility Detail Report* contains hyperlinks in both the Card Number column and the Last Name column. Clicking the hyperlink under Card Number will take the user to the *Card History Report* for that Card ID, and clicking on the hyperlink under the Last Name takes the user to the *Veteran Detail Report* for the Veteran selected.

| VHIC Card Request Progress Facility Detail Report | | | | | | | |
|---|------------|-------------|----------------------------------|------------------|----------------|-----------------------|-------------|
| Facility: 508 Card Status: HOLD Start Date: 05/03/2022 End Date: 06/03/2022 | | | | | | | |
| Facility Name | Facility # | Status Date | Last Name | First Name | Preferred Name | Card # | Member ID |
| ATLANTA VAMC | 508 | 05/19/2022 | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 13585 | 2110405637 |
| ATLANTA VAMC | 508 | 05/19/2022 | VHICUATTESTELEVE | UATTESTELEVEN | | 13586 | null |
| ATLANTA VAMC | 508 | 05/19/2022 | TESTFIFTYTWO | VGTESTFOURTYONE | | 13589 | 2110030390 |
| ATLANTA VAMC | 508 | 05/20/2022 | TESTSEVENTYONE | VGTESTFIFTYNINE | FIFTYNINE | 13593 | 2110418127 |
| ATLANTA VAMC | 508 | 05/31/2022 | TESTFOURTYNINE | VGTESTTHIRTYNINE | | 13626 | 2113667187 |
| Friday 03 June 2022 | | | | | | | Page 1 of 1 |
| VHIC Card Request Progress Facility Detail Report | | | | | | | |

Figure 7:81: VHIC Card Request Progress Facility Detail Report

7.9. Card Swipe/Scan Report

Table 11: Card Swipe/Scan Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Tech Admin (Tier 3), Auditor |
| Who can access National version? | N/A |
| Date Range Allowed | N/A |
| Search Criteria Available | Card ID |

The *Card Swipe/Scan Report* allows the Administrator, Tech Admin (Tier 3) and the Auditor to look up information for a given card ID indicating the location and time where the card has been swiped or scanned .

After entering the Card ID number, select the **[Report]** button to view the results.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) [Skip to Content](#)

Home Card Request Reports Card Management Site Management Logged in as: [redacted]

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration Request Progress **Swipe/Scan** On Hold Destruction

Card Swipe/Scan Report

Search Criteria

Card Number

[Clear](#) [Report](#) [Create PDF](#)

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
U.S. Department of Veterans Affairs - 810 Vermont Avenue, NW - Washington, DC 20420
VHIC 4.8.0.10 bld 10

Figure 7:82: VHIC Card Swipe/Scan Report query screen - Administrators, Tech Administrators (Tier 3), and Auditors

The VHIC *Card Swipe Scan Report* displays the Facility Name, Facility Number, Vista Option (whether the card was Swiped or Scanned), and the Date and Time the VHIC was Swiped or Scanned in the yyyy-MM-dd hhmmss format.

REDACTED

Figure 7:83: VHIC Swipe Scan Report results

After selecting the **[Create PDF]** button, a pop up window will appear asking if you want to open the PDF or save it to your computer.

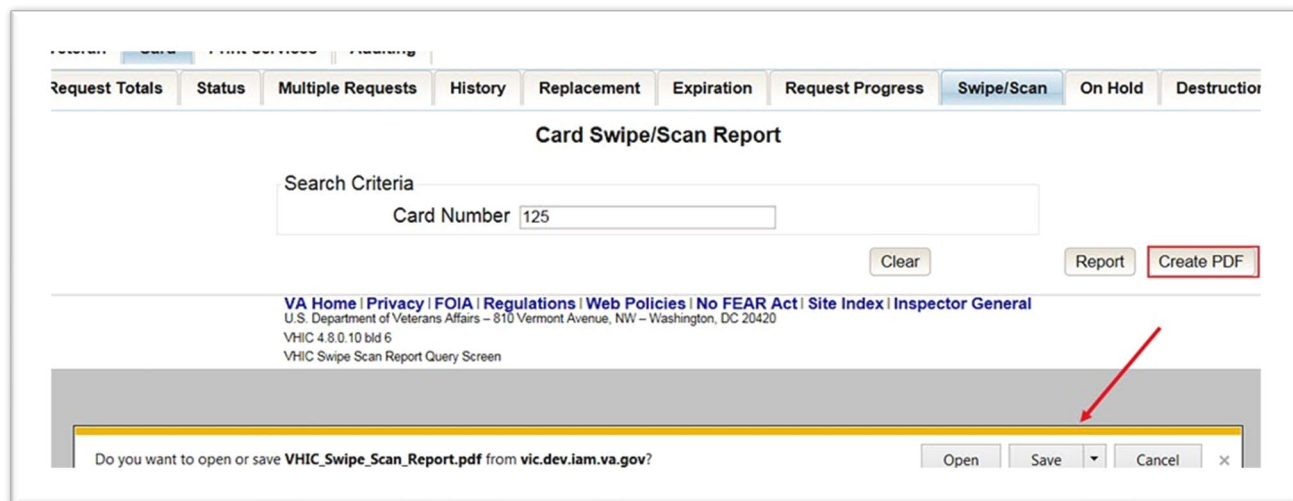


Figure 7:84: Create Swipe Scan PDF

A PDF version of the VHIC Swipe Scan Report results will be generated.

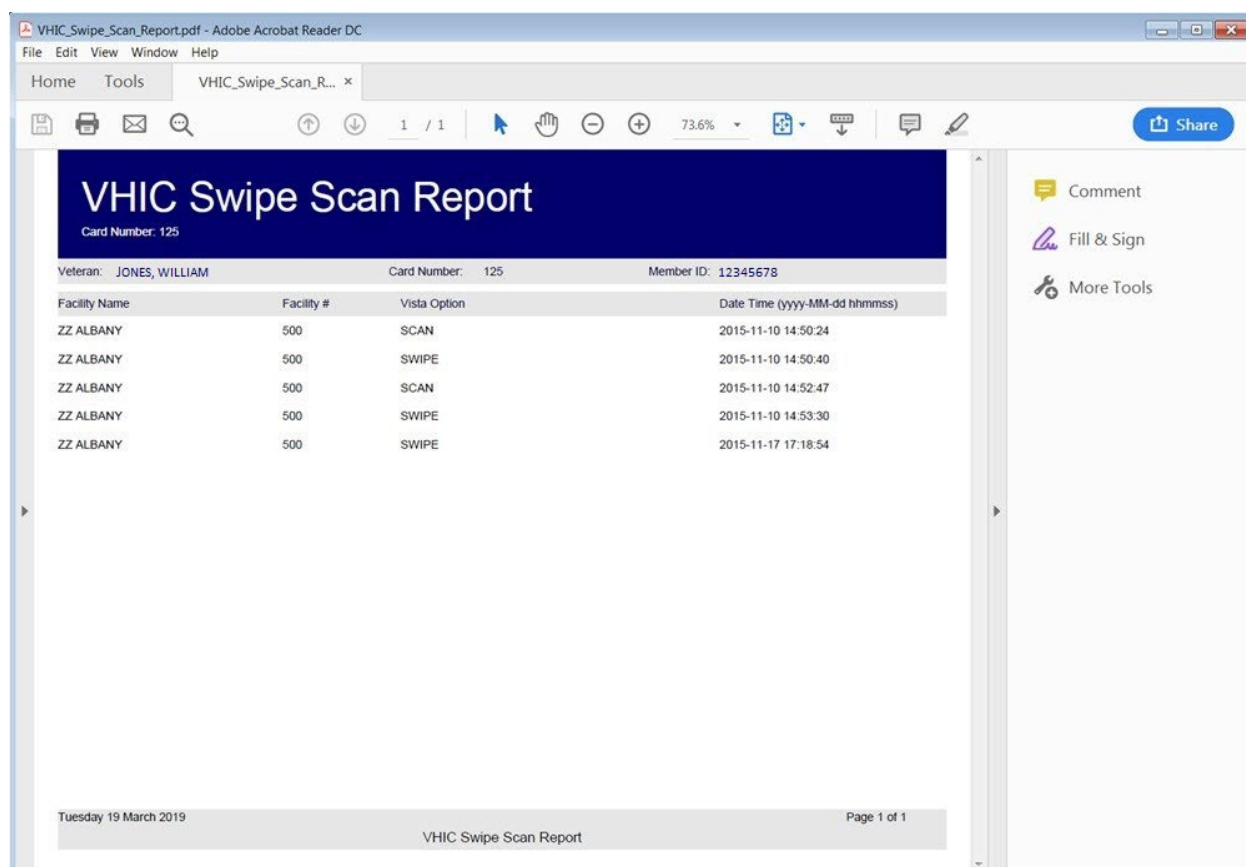


Figure 7:85: VHIC Swipe Scan Report results PDF

Clicking the **[Clear]** button will reset the query for a new Card Number.

Figure 7:86: Card Swipe/Scan Report

7.10. Card On Hold Report

Table 12: On Hold Status Report at a Glance

| At a Glance... | |
|----------------------------------|--|
| Who can access this report? | Administrator, Tech Admin (Tier 3), Supervisor, Associate, Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | VISN, Facility, Start Date, End Date |

The *On Hold Status Report* contains one category: On Hold Status. This report has the usual search criterial options such as National, VISN or Facility, Start Date, and End Date. Along with those, the user must select one of ten On Hold Status options: All, Not Proofed, Eligibility Pending, Enrollment Services Unavailable, Not Correlated, No Photo, No EDIPI, Invalid Date of Birth, Manual Review Required, No Facility Address, and Bad Data.

On Hold Status Report

Status Selection
On Hold Status: All

Site Selection
National ☐
☐ VISN
☒ Facility

Facilities
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
106 - ZZ-VA DEBT MGT -NOT ACTIVE**
112 - OFFICE OF ENTERPRISE DEVLPMNT
116 - EIE/OFFICE OF ENTERPRISE DEV
118 - TECHNOLOGY ACQUISITION CENTER

Date Range
Start Date: 11/1/2017
End Date: 12/4/2017

Clear Report Create PDF

Figure 7:87: On Hold Status Report query screen – Administrator and Tech Administrator (Tier 3)

On Hold Status Report

Status Selection
On Hold Status: All

Site Selection
Facility: 508 - ATLANTA VAMC

Date Range
Start Date: 11/1/2017
End Date: 12/4/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF

Figure 7:88: On Hold Status Report query screen – Supervisor

Figure 7:89: On Hold Status Report query screen – Associate

The *VHIC On Hold Card Status National Summary Report* lists all of the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status VISN Summary Report*.

| VHIC On Hold Card Status National Summary Report | | |
|--|-------------------|--------------------|
| Status: ALL | | |
| NATIONAL Start Date: 07/01/2016 End Date: 08/24/2016 | | |
| VISN | VISN # | # of Cards On Hold |
| VA Southeast Network | 7 | 6 |
| VISN 7 Totals: | | 6 |

Figure 7:90: VHIC On Hold Card Status National Summary Report

The *VHIC On Hold Card Status VISN Summary* Report lists all of the Facilities pertaining to the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status Facility Summary* Report.

| VHIC On Hold Card Status VISN Summary Report | | |
|---|---------------------|--------------------|
| Status: ALL | | |
| VISN: 7 Start Date: 07/01/2016 End Date: 08/24/2016 | | |
| Facility | Facility # | # of Cards On Hold |
| ATLANTA VAMC | 508 | 6 |
| VISN 7 Totals: | | 6 |

Figure 7:91: VHIC On Hold Card Status VISN Summary Report

The *VHIC On Hold Card Status Facility Summary* Report displays the total number of cards On Hold for the selected Facility VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status Facility Detail* Report.

| VHIC On Hold Card Status Facility Summary Report Status: ALL Facility: 508 Start Date: 07/01/2016 End Date: 08/24/2016 | | |
|---|------------|--------------------|
| Facility | Facility # | # of Cards On Hold |
| ATLANTA VAMC | 508 | 6 |
| Facility Totals: | | 6 |

Figure 7:92: VHIC On Hold Card Status Facility Summary Report

The *VHIC On Hold Card Status Facility Detail Report* contains several columns: Facility Name, Facility #, On Hold Date, On Hold Reason, Card Issuer, Last Name, and Card ID. The purpose of this report is to provide detailed information in regard to cards that are, or have been, placed on hold. There are hyperlinks in the Last Name and Card ID columns.

- Clicking on the hyperlinked Last Name will take the user to the *VHIC Veteran Detail Report*
- Clicking the hyperlinked Card ID will take the user to the *VHIC Card History Report*

| VHIC On Hold Card Status Facility Detail Report | | | | | | | |
|---|------------|-------------------------------|-------------------------------|------------------------------|-----------------------------------|-----------------------|-------------------|
| Status: ALL | | | | | | | |
| Facility: 508 Start Date: 05/16/2022 End Date: 06/16/2022 | | | | | | | |
| Facility Name | Facility # | On Hold Reason | On Hold Date | Card Issuer | Last Name | Card ID | ICN |
| ATLANTA VAMC | 508 | NO EDIPI | 2022-05-31 17:22:21.774001 | SELFERVICEWSOAS | TESTFOURTYNINE | 13626 | 1013679341V010442 |
| ATLANTA VAMC | 508 | NO EDIPI | 2022-05-20 13:17:28.728123 | SELFERVICEWSOAS | TESTFOURTYNINE | 13593 | 1013679341V010442 |
| ATLANTA VAMC | 508 | NO FACILITY ADDRESS | 2022-06-16 09:34:24.270597 | TEST_TEST_VAAUSIAM-VICTEST43 | TESTTHIRTEEN | 13686 | 1012896256V941508 |
| ATLANTA VAMC | 508 | NO EDIPI | 2022-05-19 16:38:25.150084 | SELFERVICEWSOAS | VHICUATTESTELEVEN | 13586 | 1013666318V323508 |
| ATLANTA VAMC | 508 | INVALID DOB | 2022-05-19 20:12:59.587459 | SELFERVICEWSOAS | TESTFIFTYTWO | 13589 | 1012900499V937085 |
| ATLANTA VAMC | 508 | BAD DATA - Testing for VIP 21 | 2022-05-19 14:28:23.876691 | VHAISWGOPIV | TESTSEVENTY | 13585 | 1013673608V837832 |
| Facility 508 Totals: | | | | | | | 6 |
| Thursday 16 June 2022 | | | | | | | Page 1 of 1 |
| VHIC On Hold Card Status Facility Detail Report | | | | | | | |

Figure 7:93: VHIC On Hold Card Status Facility Detail Report

Veteran Detail Report

Veteran: FOUR ONE MVIPATIENT III

Person ID: 22993

| Name | Date of Birth | Date of Death | ICN | Member ID |
|-------------------------|---------------|---------------|-------------------|------------|
| FOUR ONE MVIPATIENT III | 08/22/1985 | | 1012991005V582194 | 2107346530 |

| Service Connected | Prisoner of War | Purple Heart | Medal of Honor | Enrollment Status |
|-------------------|-----------------|--------------|----------------|-------------------|
| UNKNOWN | U: Unknown | U: Unknown | UNKNOWN | UNKNOWN |

| Card Number | Card Status | MVI Status | Print Release Status | Card Expiration Date |
|-------------|-------------|------------|----------------------|----------------------|
| 12213 | Requested | Active | Pending | 09/26/2028 |

| Enrollment Address | | |
|--------------------|-------|-----|
| 123 SESAME STREET | | |
| | | |
| | | |
| FRONT ROYAL | | |
| VA | 22630 | USA |
| | | |

| Preferred Facility Code | Preferred Facility Name |
|----------------------------|-------------------------|
| | |
| Preferred Facility Address | |
| | |
| | |
| | |
| | |
| | |

| Person ID | Plan ID |
|-------------|------------------------------|
| 22993 | 7346-243-588 |
| Last Update | Last Updated By |
| 05/17/2021 | TEST_TEST_VAAUSIAM-VICTEST31 |



| Card Request Count | | | |
|--------------------|--------|--------------|----------------|
| Total | Legacy | Mass Reissue | User Requested |
| 2 | 0 | 0 | 2 |

Thursday 29 July 2021

Page 1 of 1

Veteran Detail Report

Figure 7:94: VHIC Veteran Detail Report


Veteran Health Identification Card 4.23

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 12213

| | | | |
|-----------------------------|----------------|-------------------|-----------------|
| Veteran: FOUR ONE MVPATIENT | | Person ID: 22993 | |
| Gender | Date of Birth | Service | Card Count |
| MALE | 08/22/1985 | NO | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: 12213

| | | | | |
|---|---------------------|---------------------|---------------------|----------------------|
|  | Card Issuer | Last Changed Date | Last Changed By | Card Type |
| | TEST_TEST_VAAUSIAM- | 05/17/2021 | TEST_TEST_VAAUSIAM- | VHIC |
| | Date Card Requested | Date of Mailing | Expiration Date | |
| | 05/17/2021 | | 09/26/2028 | |
| Picture Comment | | Current Card Status | Current MVI Status | Current Print Status |
| | | Requested | Active | Pending |

| | | | |
|------------------------|-------------------|--|--------------------|
| Picture Effective Date | Branch of Service | VISN | Facility |
| 05/17/2021 | UNAVAILABLE | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | Address Selected By Veteran | |
| | | 123 SESAME STREET FRONT ROYAL VA, 22630 | |

| Status | MVI | Print | Message | Status Change | Changed By |
|--|----------------|----------------|------------------|---------------------|------------------------------|
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 05/17/2021 16:22:37 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

| Status | MVI | Print | Message | Status Change | Changed By |
|---|--------|----------------|-----------------------------|---------------------|------------------------------|
| Pending | Active | Not Started | PENDING REQUEST CORRELATED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

| Status | MVI | Print | Message | Status Change | Changed By |
|---|--------|----------------|--------------------|---------------------|------------------------------|
| Requested | Active | Pending | REQUEST SUBMITTED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | | Print Error Reason | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

Figure 7:95: VHIC Card History by Card ID

Veteran Health Identification Card 4.23

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7.11. Card Destruction Report

Table 13: Card Destruction Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Tech Admin (Tier 3), Auditor |
| Who can access National version? | N/A |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited |
| Search Criteria Available | Pending Destruction, Destroyed, Card Type, Start Date, End Date |

The *Card Destruction Report* contains two categories: Pending Destruction and Destroyed. The user must also select one of four Card Type options: All, Legacy, Mass Reissuance, and VHIC. As with other searches, the user must specify a Start Date and End Date range for the search.

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as: [User Name]

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration Request Progress Swipe/Scan On Hold **Destruction**

Card Destruction Report

Status Selection

☒ Pending Destruction
☐ Destroyed

Card Type All ▼

Date Range

Start Date 11/1/2017 [Calendar Icon]

End Date 11/30/2017 [Calendar Icon]

Clear Report Create PDF

Figure 7:96: Card Destruction Report – Administrators and Tech Administrators (Tier 3)

Veteran Health Identification Card (VHIC) Skip to Content

ome Reports Logged in as: [redacted]

Veteran Card Print Services Auditing

Request Totals Status Multiple Requests History Replacement Expiration Request Progress Swipe/Scan On Hold Destruction

Card Destruction Report

Status Selection

☒ Pending Destruction
☐ Destroyed

Card Type All ▼

Date Range

Start Date 11/1/2017

End Date 11/30/2017

Clear Report Create PDF

Figure 7:97: Card Destruction Report – Auditors

Choosing Pending Destruction and Card Type All, users receive the *VHIC Card Destruction Report – Pending Destruction* report. Click the Last Name hyperlink highlighted below.

| VHIC Card Destruction Report - Pending Destruction | | | | | | | | |
|--|------------------------------|------------------|----------------|---------------|---------------------|-----------|-----------------------|------------|
| Card Type: All | | | | | | | | |
| Start Date: 1/1/2021 End Date: 6/11/2022 | | | | | | | | |
| Pending Destruction Date | Last Name | First Name | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID |
| 1/10/2022 | TESTELEVEN | AATESTSIX | | 1/11/2022 | Pending Destruction | VHIC | 12118 | 5512121299 |
| | Totals: | | | | | | | 1 |
| 5/5/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 5/5/2022 | Pending Destruction | VHIC | 13473 | 2107398875 |
| | Totals: | | | | | | | 1 |
| Saturday 11 June 2022 | | | | | | | | |
| VHIC Card Destruction Report - Pending Destruction | | | | | | | | |
| Pending Destruction Date | Last Name | First Name | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID |
| | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 5/9/2022 | Pending Destruction | VHIC | 13493 | 2110405637 |
| | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 5/9/2022 | Pending Destruction | VHIC | 13494 | 2110405637 |
| 5/9/2022 | Totals: | | | | | | | 2 |
| | Grand Total: | | | | | | | 4 |
| Saturday 11 June 2022 | | | | | | | | |
| VHIC Card Destruction Report - Pending Destruction | | | | | | | | |

Figure 7:98: Card Destruction Report – Pending Destruction – Last Name Hyperlink

This returns the Veteran Detail Report.

REDACTED

Figure 7:99: Veteran Detail Report

Click the Card ID hyperlink highlighted below.

| VHIC Card Destruction Report - Pending Destruction | | | | | | | | |
|--|--------------|------------------|----------------|---------------|---------------------|-----------|---------|------------|
| Card Type: All | | | | | | | | |
| Start Date: 1/1/2021 End Date: 6/11/2022 | | | | | | | | |
| Pending Destruction Date | Last Name | First Name | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID |
| 1/10/2022 | TESTELEVEN | AATESTSIX | | 1/11/2022 | Pending Destruction | VHIC | 12118 | 5512121299 |
| Totals: | | | | | | | | 1 |
| 5/5/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 5/5/2022 | Pending Destruction | VHIC | 13473 | 2107398875 |
| Totals: | | | | | | | | 1 |
| Saturday 11 June 2022 | | | | | | | | |
| VHIC Card Destruction Report - Pending Destruction | | | | | | | | |
| Pending Destruction Date | Last Name | First Name | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID |
| 5/9/2022 | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 5/9/2022 | Pending Destruction | VHIC | 13493 | 2110405637 |
| | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT | 5/9/2022 | Pending Destruction | VHIC | 13494 | 2110405637 |
| Totals: | | | | | | | | 2 |
| Grand Total: | | | | | | | | 4 |
| Saturday 11 June 2022 | | | | | | | | |
| VHIC Card Destruction Report - Pending Destruction | | | | | | | | |

Figure 7:100: Card Destruction Report – Pending Destruction – Card ID Hyperlink

The Card ID hyperlink opens the VHIC Card History by Card ID Report.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 12213

| | | | |
|-------------------------------------|----------------|-------------------------|-----------------|
| Veteran: FOUR ONE MVIPATIENT | | Person ID: 22993 | |
| Gender | Date of Birth | Service | Card Count |
| MALE | 08/22/1985 | NO | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: **12213**

| | | | |
|---------------------|-------------------|---------------------|-----------|
| Card Issuer | Last Changed Date | Last Changed By | Card Type |
| TEST_TEST_VAAUSIAM- | 05/17/2021 | TEST_TEST_VAAUSIAM- | VHIC |
| Date Card Requested | Date of Mailing | Expiration Date | |
| 05/17/2021 | | 09/26/2028 | |

| | | | |
|-----------------|---------------------|--------------------|----------------------|
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Requested | Active | Pending |

| | | | |
|------------------------|-------------------|--|--------------------|
| Picture Effective Date | Branch of Service | VISN | Facility |
| 05/17/2021 | UNAVAILABLE | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | Address Selected By Veteran | |
| | | 123 SESAME STREET FRONT ROYAL VA, 22630 | |

| | | | | | |
|--|----------------|----------------|--------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 05/17/2021 16:22:37 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

| | | | | | |
|--|--------|----------------|-----------------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Pending | Active | Not Started | PENDING REQUEST CORRELATED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

| | | | | | |
|--|--------|----------------|--------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Requested | Active | Pending | REQUEST SUBMITTED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

Figure 7:101: VHIC Card History by Card ID Report

Veteran Health Identification Card 4.23

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NOTE: Clicking the Person ID hyperlink, in the upper right-hand corner of the *VHIC Card History by Card ID Report*, opens the *Veteran Detail Report*.

Choosing Destroyed and Card Type All, the user receives the *VHIC Card Destruction Report – Destroyed* report. Click the Last Name hyperlink highlighted below.

| VHIC Card Destruction Report -Destroyed | | | | | | | | |
|--|------------------------------|------------|----------------|---------------|-------------|-----------|---------|------------|
| Card Type: All | | | | | | | | |
| Start Date: 1/1/2021 End Date: 6/11/2022 | | | | | | | | |
| Card Destruction Date | Last Name | First Name | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID |
| 11/8/2021 | TESTTWENTY | AASIX | | 11/8/2021 | Destroyed | VHIC | 12856 | 2107390637 |
| 11/8/2021 | Totals: | | | | | | | 1 |
| 1/11/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 1/11/2022 | Destroyed | VHIC | 13051 | 2107398875 |
| 1/11/2022 | Totals: | | | | | | | 1 |
| 1/12/2022 | TESTTWELVE | AASIX | | 1/12/2022 | Destroyed | VHIC | 7146 | 5512121299 |
| 1/12/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 1/12/2022 | Destroyed | VHIC | 13061 | 2107398875 |
| 1/12/2022 | Totals: | | | | | | | 2 |
| 5/5/2022 | TESTONE | AASIX | | 5/5/2022 | Destroyed | VHIC | 6162 | 1606249906 |
| 5/5/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 5/5/2022 | Destroyed | VHIC | 11652 | 2107398875 |
| 5/5/2022 | Totals: | | | | | | | 2 |
| Grand Total: | | | | | | | | 6 |
| Saturday 11 June 2022 | | | | | | | | |
| VHIC Card Destruction Report - Destroyed | | | | | | | | |

Figure 7:102: VHIC Card History by Card ID Report

The Last Name hyperlink opens the *Veteran Detail Report*.


| Veteran Detail Report | | | | |
|---|------------------------------|-------------------------|----------------------|----------------------|
| Veteran: FOUR ONE MVIPATIENT III | | Person ID: 22993 | | |
| Name | Date of Birth | Date of Death | ICN | Member ID |
| FOUR ONE MVIPATIENT III | 08/22/1985 | | 1012991005V582194 | 2107346530 |
| Service Connected | Prisoner of War | Purple Heart | Medal of Honor | Enrollment Status |
| UNKNOWN | U: Unknown | U: Unknown | UNKNOWN | UNKNOWN |
| Card Number | Card Status | MVI Status | Print Release Status | Card Expiration Date |
| 12213 | Requested | Active | Pending | 09/26/2028 |
| Enrollment Address | | | | |
| 123 SESAME STREET | | | | |
| | | | | |
| FRONT ROYAL | | | | |
| VA | 22630 | USA | | |
| Preferred Facility Code | | | | |
| | | | | |
| Preferred Facility Name | | | | |
| | | | | |
| Preferred Facility Address | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Person ID | Plan ID | | | |
| 22993 | 7346-243-588 | | | |
| Last Update | Last Updated By | | | |
| 05/17/2021 | TEST_TEST_VAAUSIAM-VICTEST31 | | | |
| Veteran Photo | | | | |
|  | | | | |
| Card Request Count | | | | |
| Total | Legacy | Mass Reissue | User Requested | |
| 2 | 0 | 0 | 2 | |
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| Veteran Detail Report | | | | |

Figure 7:103: Veteran Detail Report

Veteran Health Identification Card 4.23

Click the Card ID hyperlink highlighted below.

| VHIC Card Destruction Report -Destroyed | | | | | | | | |
|--|--------------|------------|---------------------|---------------|-------------|-----------|---------|------------|
| Card Type: All | | | | | | | | |
| Start Date: 1/1/2021 | | | End Date: 6/11/2022 | | | | | |
| Card Destruction Date | Last Name | First Name | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID |
| 11/8/2021 | TESTTWENTY | AASIX | | 11/8/2021 | Destroyed | VHIC | 12856 | 2107390637 |
| 11/8/2021 | Totals: | | | | | | | 1 |
| 1/11/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 1/11/2022 | Destroyed | VHIC | 13051 | 2107398875 |
| 1/11/2022 | Totals: | | | | | | | 1 |
| 1/12/2022 | TESTTWELVE | AASIX | | 1/12/2022 | Destroyed | VHIC | 7146 | 5512121299 |
| 1/12/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 1/12/2022 | Destroyed | VHIC | 13061 | 2107398875 |
| 1/12/2022 | Totals: | | | | | | | 2 |
| 5/5/2022 | TESTONE | AASIX | | 5/5/2022 | Destroyed | VHIC | 6162 | 1606249906 |
| 5/5/2022 | TESTTHIRTEEN | VGTESTONE | THIRTEEN | 5/5/2022 | Destroyed | VHIC | 11652 | 2107398875 |
| 5/5/2022 | Totals: | | | | | | | 2 |
| Grand Total: | | | | | | | | 6 |
| Saturday 11 June 2022 | | | | | | | | |
| VHIC Card Destruction Report - Destroyed | | | | | | | | |

Figure 7:104: VHIC Card Destruction Report - Destroyed - Card ID Hyperlink

The Card ID hyperlink opens the *VHIC Card History by Card ID Report*.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 12213

| | | | |
|-------------------------------------|----------------|-------------------------|-----------------|
| Veteran: FOUR ONE MVIPATIENT | | Person ID: 22993 | |
| Gender | Date of Birth | Service | Card Count |
| MALE | 08/22/1985 | NO | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: **12213**

| | | | |
|---------------------|-------------------|---------------------|-----------|
| Card Issuer | Last Changed Date | Last Changed By | Card Type |
| TEST_TEST_VAAUSIAM- | 05/17/2021 | TEST_TEST_VAAUSIAM- | VHIC |
| Date Card Requested | Date of Mailing | Expiration Date | |
| 05/17/2021 | | 09/26/2028 | |

| | | | |
|-----------------|---------------------|--------------------|----------------------|
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Requested | Active | Pending |

| | | | |
|------------------------|-------------------|--|--------------------|
| Picture Effective Date | Branch of Service | VISN | Facility |
| 05/17/2021 | UNAVAIL-ABLE | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | Address Selected By Veteran | |
| | | 123 SESAME STREET FRONT ROYAL VA, 22630 | |

| | | | | | |
|---|----------------|----------------|--------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 05/17/2021 16:22:37 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

| | | | | | |
|---|--------|----------------|-----------------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Pending | Active | Not Started | PENDING REQUEST CORRELATED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

| | | | | | |
|---|--------|----------------|--------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Requested | Active | Pending | REQUEST SUBMITTED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

Figure 7:105: VHIC Card History by Card ID Report

Veteran Health Identification Card 4.23



NOTE: Clicking the Person ID hyperlink, in the upper right-hand corner of the VHIC Card History by Card ID Report, opens the Veteran Detail Report.

7.12. Print Services – Processing Report

Table 14: Batch Summary Report at a Glance

| At a Glance... | |
|----------------------------------|--|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | VISN, Facility, Start Date, End Date |

Clicking **[Submit]** on step 6 of the Card Request process does not immediately transmit a card request to the print vendor. The card requests from all sites are stored throughout the day, then bundled and transmitted to the print vendor in one batch file. When the print vendor receives the batch file, they send back a confirmation message. The *Print Services Reports* provide the user with information received from the Print Vendor after sending the batch files.

After processing the card requests in a batch file, the print vendor sends back to VHIC an acknowledgement file for every request specifying success or failure in card printing. The numbers in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

The *Print Services Processing Status Summary Report* date fields are not auto-populated like most of the other reports. The user must populate them prior to running the report.

Processing **Error**

Print Services Processing Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

- 050 - PLATINUM
- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 7:106: VHIC Print Services Processing Status Summary Report – Administrators and Tech Administrators (Tier 3)

Processing **Error**

Print Services Processing Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 7:107: VHIC Print Services Processing Status Summary Report – Auditors

Figure 7:108: VHIC Print Services Processing Status Summary Report – Supervisors

Figure 7:109: VHIC Print Services Processing Status Summary Report query screen – Associates

The *VHIC Batch File Processing Status Summary Report* provides a high-level count of Accepted, Error, Sent, Mailed, and Rejected card requests. The *VHIC Batch File Processing Status National Summary Report* has a hyperlink in the VISN number column that will take you to the *VHIC Batch File Processing Status Summary Report – VISN*.

| VHIC Print Services Processing Status National Summary Report <small>NATIONAL Start Date: 01/01/2011 End Date: 07/20/2017</small> | | | | | |
|---|----------|-------|------|--------|----------|
| VISN | Accepted | Error | Sent | Mailed | Rejected |
| VISN: 1 | 0 | 0 | 33 | 0 | 0 |
| VISN: 7 | 229 | 10 | 509 | 670 | 0 |
| Grand Totals | 229 | 10 | 542 | 670 | 0 |
| <small>Friday 21 July 2017</small> <small>Page 1 of 1</small> VHIC Print Services Processing Status National Summary Report | | | | | |

Figure 7:110: VHIC Print Services Processing Status Summary Report

The *VHIC Batch File Processing Status Summary Report – VISN* has a hyperlink in the Facility Code column that will take you to the *VHIC Batch File Processing Status Summary Report – Facility*.

| VHIC Print Services Processing Status VISN Summary Report <small>VISN: 7 Facility: ALL Start Date: 01/01/2011 End Date: 07/20/2017</small> | | | | | | | |
|--|---------------------|---------------|----------|-------|------|--------|----------|
| VISN | Facility Code | Facility Name | Accepted | Error | Sent | Mailed | Rejected |
| VISN: 7 | | | | | | | |
| | 508 | ATLANTA VAMC | 229 | 10 | 509 | 670 | 0 |
| VISN: 7 Totals | | | 229 | 10 | 509 | 670 | 0 |
| Grand Totals | | | 229 | 10 | 509 | 670 | 0 |
| <small>Friday 21 July 2017</small> <small>Page 1 of 1</small> VHIC Print Services Processing Status VISN Summary Report | | | | | | | |

Figure 7:111: VHIC Print Services Processing Status VISN Summary Report

The *VHIC Batch File Processing Status Summary Report – Facility* has a hyperlink in the Facility Code column that will take you to the *VHIC Batch File Processing Status Detail Report*.

| VHIC Print Services Processing Status Facility Summary Report | | | | | | | |
|---|---------------------|---------------|----------|-------|------|--------|----------|
| VISN: ALL Facility: 508 Start Date: 01/01/2011 End Date: 07/20/2017 | | | | | | | |
| VISN | Facility Code | Facility Name | Accepted | Error | Sent | Mailed | Rejected |
| VISN: 7 | | | | | | | |
| | 508 | ATLANTA VAMC | 229 | 10 | 509 | 670 | 0 |
| Grand Totals | | | 229 | 10 | 509 | 670 | 0 |
| Friday 21 July 2017 | | | | | | | |
| Page 1 of 1 | | | | | | | |
| VHIC Print Services Processing Status Facility Summary Report | | | | | | | |

Figure 7:112: VHIC Print Services Processing Status Facility Summary Report

VHIC Print Services Processing Status Facility Detail Report

VISN: 7 Facility: 508 Start Date: 05/11/2022 End Date: 06/11/2022

| VISN / Facility / Status | Name | Member ID |
|------------------------------|---|------------|
| VISN: 7 | | |
| Facility: (508) ATLANTA VAMC | | |
| Sent | TESTSIXTYTHREE, VGTESTFIFTYONE | 2110317517 |
| | TESTTHIRTEEN, VGTESTONE THIR (THIRTEEN) | 2107398875 |
| Accepted | TESTSIXTYTHREE, VGTESTFIFTYONE | 2110317517 |
| | TESTTHIRTEEN, VGTESTONE THIR (THIRTEEN) | 2107398875 |
| Mailed | TESTFOURTYTWO, VGTESTTHIRTYONE | 1607934378 |
| | | |
| Site Totals | | |
| | Accepted | 2 |
| | Error | |
| | Sent | 2 |
| | Mailed | 2 |
| | Rejected | |

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VHIC Print Services Processing Status Facility Detail Report

Figure 7:113: VHIC Print Services Processing Status Facility Detail Report

7.13. Print Services – Batch Error Report

Table 15: Batch Error Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being run |
| Search Criteria Available | VISN, Facility, Not Acknowledged, Acknowledged Not Confirmed, Pending Not Sent (which includes configurable Number of Days field), Start Date, End Date |

The *VHIC Print Error Status Summary Report – Sent Not Acknowledged* allows the user to find out how many cards have not been acknowledged with an acknowledgement file or cards that have been acknowledged but have received no confirmation of being mailed within a given date range. The user will also be able to see how many cards are still sitting in a Pending state and have not been sent to the print vendor.

The user would be able to select the number of days to configure the query. How many days after being sent to the printer before looking for an Acknowledgement file, how many days after getting the Acknowledgement file before receiving Confirmation of it being mailed, or how many days has the card been sitting at a Pending status but has not been sent to the print vendor.

The user would be able to select between National, VISN, and Facility depending on their role.

Print Error Report

Status Selection

☒ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days:

Site Selection

☐ National
☐ VISN
☒ Facility

Facilities

- 050 - PLATINUM
- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date:

End Date:

Figure 7:114: Print Services – Print Error Status Report query screen – Administrators and Tech Administrators (Tier 3)

Print Error Report

Status Selection

☒ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days

Site Selection

National ☐
☐ VISN
☒ Facility

Facility

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 7:115: Print Services - Print Error Status Report query screen – Auditors

Print Error Report

Status Selection

☒ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days

Site Selection

Facility

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF

Figure 7:116: Print Services - Print Error Status Report query screen – Supervisors

7.13.1. Sent Not Acknowledged

By selecting the [Not Acknowledged] radio button, the VHIC user will be able to see how many cards have not been acknowledged as received within the entered Number of Days (the default is three (3) days) after being sent to the print vendor during the selected Date Range.

Processing **Error**

Print Error Report

Status Selection

☒ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days

Site Selection

National ☐
☐ VISN
☒ Facility

Facilities

- 517GC - ZZ-PRINCETON VA CLINIC
- 517HK - BECKLEY VA MOBILE CLINIC
- 517PA - BECKLEY PRRTTP
- 517QA - PRINCETON VA CLINIC
- 518 - BEDFORD VAMC**
- 5189A - BEDFORD NURSING HOME
- 5189AA - BEDFORD NURSING HOME
- 518BU - BEDFORD DOMICILIARY

Date Range

Start Date

End Date

Figure 7:117: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged

The National Error Summary report lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

| VHIC Print Error Status National Summary Report – Sent Not Acknowledged | | |
|---|-----------------------|-------------------|
| NATIONAL. Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3 | | |
| VISN | Sent Not Acknowledged | # Cards Requested |
| VISN: 7 | 2 | 50 |
| Grand Totals | 2 | 50 |

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VHIC Print Error Status National Summary Report – Sent Not Acknowledged

Figure 7:118: VHIC Print Error Status National Summary Report – Sent Not Acknowledged

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

| VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged VISN: 7 Facility: ALL Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3 | | | | |
|---|---------------|---------------|-----------------------|-------------------|
| VISN | Facility Code | Facility Name | Sent Not Acknowledged | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 2 | 50 |
| VISN: 7 Totals | | | 2 | 50 |
| Grand Totals | | | 2 | 50 |
| Monday 24 July 2017 Page 1 of 1 | | | | |
| VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged | | | | |

Figure 7:119: VHIC Print Error Status VISN Summary Report – Sent Not Acknowledged

The *Facility Error Summary Report* shows the totals for the selected Facility. The Facility # is a hyperlink to the *Facility Error Detail Report*.

| VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged Facility: 508 Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3 | | | | |
|---|---------------|---------------|-----------------------|-------------------|
| VISN | Facility Code | Facility Name | Sent Not Acknowledged | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 2 | 50 |
| VISN: 7 Totals | | | 2 | 50 |
| Grand Totals | | | 2 | 50 |
| Monday 24 July 2017 Page 1 of 1 | | | | |
| VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged | | | | |

Figure 7:120: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged

The *Facility Error Detail Report* would give a list of all of the cards that have NOT been Acknowledged by the print vendor and will display the Veteran's Name, Card ID, and the Card Request File name.

| VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged | | | |
|--|--|---------|-------------------|
| VISN: 7 Facility: 508 Start Date: 05/11/2022 End Date: 06/11/2022 Number of Days: 3 | | | |
| VISN / Facility / Status | Name | Card ID | Card Request File |
| VISN: (7) Facility: (508) ATLANTA VAMC | | | |
| Not Acknowledged | VGTESTFIFTYNINE TESTSEVENTYONE (FIFTYNINE) | 13581 | VICE202205191 |
| Facility: 508 Totals | | | 1 |
| Grand Totals | | | 1 |
| <div> <div>Saturday 11 June 2022</div> <div>VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged</div> <div>Page 1 of 1</div> </div> | | | |

Figure 7:121: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged

7.13.2. Acknowledged Not Confirmed

By selecting the **[Acknowledged Not Confirmed]** radio button, the VHIC user will be able to see how many cards have been acknowledged as received but have NOT been confirmed as mailed within the entered Number of Days (the default is seven (7) days) after receiving the acknowledgement file from the print vendor during the selected Date Range.

Processing **Error**

Print Error Report

Status Selection

☐ Sent Not Acknowledged
☒ Acknowledged Not Confirmed
☐ Pending not Sent

Number of Days

Site Selection

National ☐
☐ VISN
☒ Facility

Facilities

- 517GC - ZZ-PRINCETON VA CLINIC
- 517HK - BECKLEY VA MOBILE CLINIC
- 517PA - BECKLEY PR RTP
- 517QA - PRINCETON VA CLINIC
- 518 - BEDFORD VAMC**
- 5189A - BEDFORD NURSING HOME
- 5189AA - BEDFORD NURSING HOME
- 518BU - BEDFORD DOMICILIARY

Date Range

Start Date

End Date

Figure 7:122: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

The *National Error Summary* report lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

| VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7 | | | | |
|--|---------------|---------------|----------------------------|-------------------|
| VISN | Facility Code | Facility Name | Acknowledged Not Confirmed | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 2 | 11 |
| VISN: 7 Totals | | | 2 | 11 |
| Grand Totals | | | 2 | 11 |
| Monday 24 July 2017 Page 1 of 1 | | | | |
| VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed | | | | |

Figure 7:123: VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

| VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7 | | | | |
|--|---------------|---------------|----------------------------|-------------------|
| VISN | Facility Code | Facility Name | Acknowledged Not Confirmed | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 2 | 11 |
| VISN: 7 Totals | | | 2 | 11 |
| Grand Totals | | | 2 | 11 |
| Monday 24 July 2017 Page 1 of 1 | | | | |
| VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed | | | | |

Figure 7:124: VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed

The *Facility Error Summary* report shows the totals for the selected Facility. The Facility # is a hyperlink to the *Facility Error Detail Report*.

| VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7 | | | | |
|--|---------------------|---------------|----------------------------|-------------------|
| VISN | Facility Code | Facility Name | Acknowledged Not Confirmed | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 2 | 11 |
| VISN: 7 Totals | | | 2 | 11 |
| Grand Totals | | | 2 | 11 |
| Monday 24 July 2017 Page 1 of 1 VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed | | | | |

Figure 7:125: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

The *Facility Error Detail Report* would give a list of all of the cards that have NOT been confirmed as Mailed by the print vendor and will display the Veteran's Name, Card ID, and the Acknowledgement File name.

REDACTED

Figure 7:126: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

7.13.3. Pending Not Sent

By selecting the **[Pending Not Sent]** radio button, the VHIC user will be able to see how many cards are sitting in the Pending Card Status state and have not been sent to the print vendor within the entered Number of Days (the default is three (3) days) after the card request has been submitted by the VHIC User within the selected Date Range.

Processing **Error**

Print Error Report

Status Selection

☐ Sent Not Acknowledged
☐ Acknowledged Not Confirmed
☒ Pending not Sent

Number of Days

Site Selection

National ☐
☐ VISN
☒ Facility

Facilities

- 517GC - ZZ-PRINCETON VA CLINIC
- 517HK - BECKLEY VA MOBILE CLINIC
- 517PA - BECKLEY PR RTP
- 517QA - PRINCETON VA CLINIC
- 518 - BEDFORD VAMC**
- 5189A - BEDFORD NURSING HOME
- 5189AA - BEDFORD NURSING HOME
- 518BU - BEDFORD DOMICILIARY

Date Range

Start Date

End Date

Figure 7:127: VHIC Print Error Status National Summary Report – Pending Not Sent

The *National Error Summary Report* lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

| VHIC Print Error Status National Summary Report – Pending Not Sent | | |
|---|------------------|-------------------|
| NATIONAL. Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3 | | |
| VISN | Pending Not Sent | # Cards Requested |
| VISN: 7 | 10 | 11 |
| Grand Totals | 10 | 11 |

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VHIC Print Error Status National Summary Report – Pending Not Sent

Figure 7:128: VHIC Print Error Status National Summary Report – Pending Not Sent

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

| VHIC Print Error Status VISN Summary Report - Pending Not Sent VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3 | | | | |
|--|---------------|---------------|------------------|-------------------|
| VISN | Facility Code | Facility Name | Pending Not Sent | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 10 | 11 |
| VISN: 7 Totals | | | 10 | 11 |
| Grand Totals | | | 10 | 11 |
| Monday 24 July 2017 Page 1 of 1 | | | | |
| VHIC Print Error Status VISN Summary Report - Pending Not Sent | | | | |

Figure 7:129: VHIC Print Error Status VISN Summary Report – Pending Not Sent

The *Facility Error Summary report* shows the totals for the selected Facility. The Facility # is a hyperlink to the *Facility Error Detail Report*.

| VHIC Print Error Status Facility Summary Report - Pending Not Sent Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3 | | | | |
|--|---------------|---------------|------------------|-------------------|
| VISN | Facility Code | Facility Name | Pending Not Sent | # Cards Requested |
| VISN: 7 | | | | |
| | 508 | ATLANTA VAMC | 10 | 11 |
| VISN: 7 Totals | | | 10 | 11 |
| Grand Totals | | | 10 | 11 |
| Monday 24 July 2017 Page 1 of 1 | | | | |
| VHIC Print Error Status Facility Summary Report - Pending Not Sent | | | | |

Figure 7:130: VHIC Batch File Processing Error Status Summary Report – Facility

The *Facility Error Detail Report* gives a list of all of the cards that have NOT been sent to the print vendor will display the Veteran's Name and Card ID.

REDACTED

Figure 7:131: VHIC Print Error Status Facility Detail Report – Pending Not Sent

7.14. Auditing Report

Table 16: Audit Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Auditor |
| Who can access National version? | N/A |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being run |
| Search Criteria Available | Login, Start Date, End Date |

The *Auditing Report* provides a way to track all activity for individual users within the VHIC system. To run this report, the user must enter the login name/ID for the user being audited. The resulting report returns the following fields of information: Date/Time, Audit ID, Action, Person ID, Member ID, Card ID, and Query String. The query string shows all of the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date/Time stamp.

The screenshot displays the 'Auditing Report' query interface. At the top, there's a navigation bar with tabs for 'Veteran', 'Card', 'Print Services', and 'Auditing'. Below this is a sub-navigation bar with buttons for 'Audit', 'Card Requests', and 'No Edipi Report'. The main content area is titled 'Auditing Report'. It features a 'Search Criteria' section with a 'User ID' input field. Below this is a 'Date Range' section with 'Start Date' (7/27/2019) and 'End Date' (8/26/2019) input fields, each accompanied by a calendar icon. At the bottom right, there are three buttons: 'Clear', 'Report', and 'Create PDF'.

Figure 7:132: Audit Report query screen – Administrators, Tech Administrators (Tier 3), and Auditors

Auditing Report

Search Criteria

User ID

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF

Figure 7:133: Audit Report query screen – Supervisors

| <h2>VHIC Auditing Report</h2> <p>Date Range: 11/17/2015 to 12/17/2015 for Login: vaausiam-victest43</p> | | | | | | |
|---|-----------|----------------|-----------|-----------|---------|--|
| Date Time | Audit ID | Action | Person ID | Member ID | Card ID | Query String |
| VAAUSIAM-VICTEST43 | | | | | | |
| 11/23/2015 12:59:06 | 280363086 | UI | | | | uri=/faces/cardrequest/search.jsf, visn=1, site=518 |
| 11/23/2015 12:59:57 | 280363087 | UI | | | | uri=/faces/dev/serviceLogQry.jsf, visn=1, site=518 |
| 11/23/2015 12:59:59 | 280363088 | UI | | | | uri=/faces/cardrequest/search.jsf, visn=1, site=518 |
| 11/23/2015 13:00:00 | 280363089 | UI | | | | uri=/faces/cardrequest/search.jsf, visn=1, site=518 |
| 11/23/2015 13:00:16 | 280363090 | UI | | | | uri=/faces/cardrequest/search.jsf, visn=1, site=518 |
| 11/23/2015 13:22:57 | 280363092 | UI | | | | uri=/faces/index.jsf, visn=1, site=518 |
| 11/23/2015 13:23:44 | 280363093 | UI | | | | uri=/faces/dev/serviceLogQry.jsf, visn=1, site=518 |
| 11/23/2015 13:24:21 | 280363094 | UI | | | | uri=/faces/index.jsf, visn=1, site=518 |
| 11/23/2015 13:25:18 | 280363095 | UI | | | | uri=/faces/cardrequest/search.jsf, visn=1, site=518 |
| 11/23/2015 13:28:45 | 280363096 | MVI_SEARCH | | | | ICN=2010770002V204062 |
| 11/23/2015 13:28:49 | 280363098 | UI | | | | uri=/faces/cardrequest/searchResults.jsf, visn=1, site=518 |
| 11/23/2015 13:29:06 | 280363099 | ESR_GETSUMMARY | | | | icn=2010770002V204062 |
| 11/23/2015 13:29:07 | 280363100 | UI | | | | uri=/faces/cardrequest/photo.jsf, visn=1, site=518 |
| 11/23/2015 13:29:25 | 280363101 | UI | | | | uri=/faces/cardrequest/searchResults.jsf, visn=1, site=518 |
| 11/23/2015 13:30:13 | 280363102 | ESR_GETSUMMARY | | | | icn=2010770002V204062 |
| 11/23/2015 13:30:14 | 280363103 | UI | | | | uri=/faces/cardrequest/photo.jsf, visn=1, site=518 |
| 11/23/2015 13:30:28 | 280363104 | UI | | | | uri=/faces/cardrequest/takePhoto.jsf, visn=1, site=518 |
| 11/23/2015 13:32:42 | 280363105 | UI | | | | uri=/faces/index.jsf, visn=1, site=518 |
| 11/23/2015 13:32:44 | 280363106 | UI | | | | uri=/faces/cardrequest/search.jsf, visn=1, site=518 |
| 11/23/2015 13:32:50 | 280363107 | MVI_SEARCH | | | | ICN=2010770002V204062 |
| Thursday 17 December 2015 | | | | | | Page 1 of 27 |

Figure 7:134: VHIC Auditing Report

7.15. Card Requests Report

Table 17: Card Request Report at a Glance

| At a Glance... | |
|----------------------------------|--|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Auditor |
| Who can access National version? | N/A |
| Date Range Allowed | Admins, Tech Admin (Tier 3) – unlimited Supervisor – one (1) year or less from date report is being run |
| Search Criteria Available | Login, Start Date, End Date |

The *Card Requests Report* provides the VHIC card requests by user for the selected VISN and/or Facility. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role). Selecting the National checkbox, if available, returns results for all VISNs and Facilities.

Figure 7:135: Card Requests query screen – Administrators, Tech Administrators (Tier 3), and Auditors

Card Requests by User Report

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 11/30/2017

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear Report Create PDF

Figure 7:136: Card Requests query screen – Supervisor

The *Card Requests Report* provides results by user. Each report contains links that open additional reports. The following example illustrates those reports using a Site Selection of **[National]**. This search returns data under the columns of VISN Name, VISN Number, and # of Card Requests. Click the [VISN Number](#) hyperlink to open the next report.

| VHIC Card Requests by User National Summary Report | | |
|--|-------------|--------------------|
| NATIONAL Start Date: 11/15/2015 End Date: 12/15/2015 | | |
| VISN Name | VISN Number | # of Card Requests |
| VA Rocky Mountain Network | 19 | 1 |
| VA Southeast Network | 7 | 26 |
| National Totals: | | 27 |

Figure 7:137: VHIC Card Requests by User Summary Report – National

The *VHIC Card Requests by User VISN Summary Report* opens. This search returns data under the columns of Facility, Facility Number, and # of Card Requests. Click the Facility Number hyperlink to open the next report.

| VHIC Card Requests by User VISN Summary Report | | |
|---|---------------------|--------------------|
| VISN: 7 Start Date: 11/15/2015 End Date: 12/15/2015 | | |
| Facility | Facility Number | # of Card Requests |
| ATLANTA VAMC | 508 | 26 |
| VISN 7 Totals: | | 26 |

Figure 7:138: VHIC Card Requests by User VISN Summary Report

The *VHIC Card Requests by User Facility Summary Report* opens. This search returns data under the columns of Facility Name, Facility Number, User ID, and # of Card Requests. Click the User ID hyperlink to open the next report.

| VHIC Card Requests by User Facility Summary Report | | | |
|---|-----------------|------------------------------------|--------------------|
| Facility: 508 Start Date: 11/15/2015 End Date: 12/15/2015 | | | |
| Facility Name | Facility Number | User ID | # of Card Requests |
| ATLANTA VAMC | 508 | VAAUSIAM-VICTEST33 | 4 |
| ATLANTA VAMC | 508 | VAAUSIAM-VICTEST43 | 8 |
| ATLANTA VAMC | 508 | VAAUSIAM-VICTEST45 | 13 |
| ATLANTA VAMC | 508 | vausiam-victest45 | 1 |
| Facility Totals: | | | 26 |

Figure 7:139: VHIC Card Requests by User Facility Summary Report

The *VHIC Card Requests by User Detail Report* opens. This search returns data under the columns of Facility Name, Facility Number, User ID, Card Status, Last Name and Card ID. Both the Last Name column and the Card ID column offer hyperlinks to additional reports. Click the Last Name hyperlink to open the next report.

REDACTED

Figure 7:140: VHIC Card Requests by User Detail Report – Last Name Hyperlink

The *Veteran Detail Report* opens. This search returns specific information relating to the last name clicked from the previous report.

REDACTED

Figure 7:141: Veteran Detail Report

The *VHIC Card Requests by User Detail Report* also contains a hyperlink for Card ID. Click the Card ID hyperlink to open the next report.

REDACTED

Figure 7:142: VHIC Card Requests by User Detail Report – Card ID Hyperlink

The *VHIC Card History by Card ID Report* opens. This search returns specific information relating to the Card ID clicked from the previous report.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 12213

| | | | |
|------------------------------|----------------|-------------------|-----------------|
| Veteran: FOUR ONE MVIPATIENT | | Person ID: 22993 | |
| Gender | Date of Birth | Service | Card Count |
| MALE | 08/22/1985 | NO | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: 12213

| | | | |
|---------------------|-------------------|---------------------|-----------|
| Card Issuer | Last Changed Date | Last Changed By | Card Type |
| TEST_TEST_VAAUSIAM- | 05/17/2021 | TEST_TEST_VAAUSIAM- | VHIC |
| Date Card Requested | Date of Mailing | Expiration Date | |
| 05/17/2021 | | 09/26/2028 | |

| | | | |
|-----------------|---------------------|--------------------|----------------------|
| Picture Comment | Current Card Status | Current MVI Status | Current Print Status |
| | Requested | Active | Pending |

| | | | |
|------------------------|-------------------|--|--------------------|
| Picture Effective Date | Branch of Service | VISN | Facility |
| 05/17/2021 | UNAVAILABLE | 7 | ATLANTA VAMC - 508 |
| Mailed to Address | | Address Selected By Veteran | |
| | | 123 SESAME STREET FRONT ROYAL VA, 22630 | |

| | | | | | |
|--|----------------|----------------|--------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Pending | Not Correlated | Not Started | REQUEST PENDING. | 05/17/2021 16:22:37 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

| | | | | | |
|--|--------|----------------|-----------------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Pending | Active | Not Started | PENDING REQUEST CORRELATED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

| | | | | | |
|--|--------|----------------|--------------------|---------------------|------------------------------|
| Status | MVI | Print | Message | Status Change | Changed By |
| Requested | Active | Pending | REQUEST SUBMITTED. | 05/17/2021 16:22:38 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | | Deactivation Reason |
| Damaged Magnetic stripe not working | | | | | |

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VHIC Card History by Card ID Report

Figure 7:143: VHIC Card History by Card ID Report

7.16. No EDIPI Report

Table 18. VHIC Cards Printed No EDIPI Report at a Glance

| At a Glance... | |
|----------------------------------|--|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Auditor |
| Who can access National version? | Administrator and Tech Admin (Tier 3) |
| Date Range Allowed | Admins, Tech Admin (Tier 3) – unlimited Supervisor – one (1) year or less from date report is being run |
| Search Criteria Available | Site Selection, Start Date, End Date |

The *VHIC Cards Printed No EDIPI Report* provides the number(s) of VHIC cards printed with no EDIPI by VISN and/or Facility. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role). Selecting the **[National]** checkbox, if available, returns results for all VISNs and Facilities.

No Edipi Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

- 050 - PLATINUM
- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 7:144: VHIC Cards Printed No EDIPI Report Query Screen

Once the user selects a site, and inputs a date range, they will click **[Report]** or **[Create PDF]**. Selecting the **[National]** check box will display the *VHIC Cards Printed No EDIPI National Summary Report* displaying the following information:

- VISN Description
- VISN Number
- Number of Cards Total

| VHIC Cards Printed No Edipi National Summary Report <small>NATIONAL Start Date: 07/01/2017 End Date: 08/28/2019</small> | | |
|---|-------------------|------------------|
| VISN | VISN # | # of Cards Total |
| A Healthcare Network Upstate New York | 2 | 2 |
| A Southeast Network | 7 | 53 |
| A Southeast Network | 7 | 5 |
| A Sunshine Healthcare Network | 8 | 3 |
| Total Cards: | | 63 |

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VHIC Cards Printed No Edipi National Summary Report

Figure 7:145: VHIC Cards Printed No EDIPI National Summary Report Results

Clicking on the VISN number hyperlink will direct you to the *VHIC Cards Printed No EDIPI VISN Summary Report* displaying the following

- VISN
- VISN Number
- Facility
- Facility Number
- Number of Cards Total

| VHIC Cards Printed No Edipi VISN Summary Report VISN: 2 Start Date: 07/01/2017 End Date: 08/28/2019 | | | | |
|---|--------|---------------------------|---------------------|------------------|
| VISN | VISN # | Facility # | Facility # | # of Cards Total |
| VA Healthcare Network Upstate New York | 2 | HAMPTON VA MEDICAL CENTER | 590 | 2 |
| Total Cards: | | | | 2 |
| Thursday 29 August 2019 Page 1 of 1 | | | | |

Figure 7:146: VHIC Cards Printed No EDIPI VISN Summary Report

Clicking on the Facility number hyperlink will direct you to the *VHIC Cards Printed No EDIPI Facility Summary Report* displaying the following fields:

- VISN - SITE
- Card ID (hyperlink)
- Person ID (hyperlink)
- Name
- Last Changed

| VHIC Cards Printed No Edipi Facility Summary Report Facility: 590 Start Date: 07/01/2017 End Date: 08/28/2019 | | | | |
|---|--------|---------------------------|---------------------|------------------|
| VISN | VISN # | Facility # | Facility # | # of Cards Total |
| VA Healthcare Network Upstate New York | 2 | HAMPTON VA MEDICAL CENTER | 590 | 2 |
| Total Cards: | | | | 2 |
| Thursday 29 August 2019 Page 1 of 1 | | | | |
| VHIC Cards Printed No Edipi Facility Summary Report | | | | |

Figure 7:147: VHIC Cards Printed No EDIPI Facility Summary Report

Clicking on the Facility number hyperlink will direct you to the *VHIC Cards Printed No EDIPI VISN Facility Detail Report* displaying the following:

- VISN – SITE Description
- Card ID (hyperlink)
- Person ID (hyperlink)
- Veteran Name
- Last Changed

VHIC Cards Printed No Edipi Facility Detail Report

Facility: 508 Start Date: 05/11/2021 End Date: 06/11/2022

| VISN - SITE | Card ID | Person ID | Name | Last Changed |
|-------------------------------------|---------|-----------|----------------------------|--------------|
| VA Southeast Network - ATLANTA VAMC | 12337 | 23493 | TESTSEVEN, AATESTTWO (TWO) | Jun 25, 2021 |
| Total Cards: | | 1 | | |

Saturday 11 June 2022

VHIC Cards Printed No Edipi Facility Detail Report

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Figure 7:148: VHIC Cards Printed No EDIPI VISN Facility Detail Report

The *VHIC Cards Printed No EDIPI VISN Facility Detail Report* contain two hyperlinks Card ID and Person ID.

Clicking on the Card ID hyperlink will direct you to the *VHIC Card History by Card ID Report* screen.

REDACTED

Figure 7:149: VHIC Card History by Card ID Report screen

Clicking on the Person ID hyperlink will direct you to the *VHIC Card History by Person ID Report* screen.

REDACTED

Figure 7:150: VHIC Card History by Person ID Report screen

7.17. Self-Service Card Request Reports

The VHIC Self-Service Application was created to allow Veterans to request new and replacement VHIC card(s) without having to visit their local facilities offering them convenience and safely limiting exposure to Covid 19. The Self-Service Reports allow the VHIC users to monitor card requests submitted through the Self-Service Tool.

Table 19. Self-Service Activity Report at a Glance

| At a Glance... | |
|----------------------------------|--|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor, Read-Only |
| Who can access National version? | N/A |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | Start Date, End Date |

7.17.1. Self-Service Activity Report

The *Self-Service Activity Report* provides the VHIC user a view of the activity submitted by the **VHIC Self-Service Card Request Tool** within a specified date range. Using the calendar dropdowns, the user enters the date range desired and select the option to either view the report by clicking the **[Report]** button or using the **[Create PDF]** button to generate a pdf of the results for use as seen in *Figure 164. Figure Self-Service Activity Detail Report Exported to .PDF*

Figure 7:151. Self-Service Activity Summary Report

The Report/PDF generated will include the **Card Status** and number of self-service card requests submitted resulting in that status.

VHIC Self Service Activity Summary Report

Card Request Activity Between 02/04/2022 and 04/04/2022

| Card Status | # of Cards |
|---------------------|------------|
| Deactivated | 6 |
| Defunct | 3 |
| On Hold | 5 |
| Requested | 2 |
| Grand Total: | 16 |

Monday 04 April 2022

Page 1 of 1

VHIC Self Service Activity Summary Report

Figure 7:152. VHIC Self-Service Activity Summary Report

Selecting the **# of Cards** hyperlink will take you to the *Self-Service Activity Detail Report*; giving the user the details of the cards with the status selected.

| VHIC Self Service Activity Detail Report <small>Card Status: On Hold Between 05/16/2022 and 06/16/2022</small> | | | | | | | | | |
|--|------------------|----------------|--------------|-------------|-------------|------------|--------------------|--------------|--------------|
| Last Name | First Name | Preferred Name | Request Date | Card Number | Card Status | MVI Status | Replacement Reason | Print Status | Hold Reasons |
| TESTFIFTYTWO | VGTESTFOURTYONE | | 05/19/2022 | 13589 | On Hold | Active | Damaged | Not Started | INVALID DOB |
| TESTFOURTYNINE | VGTESTTHIRTYNINE | | 05/20/2022 | 13593 | On Hold | Active | | Not Started | NO EDIPI |
| TESTFOURTYNINE | VGTESTTHIRTYNINE | | 05/31/2022 | 13626 | On Hold | Active | | Not Started | NO EDIPI |
| VHICUATTESTELEVEN | UATTESTELEVEN | | 05/19/2022 | 13586 | On Hold | Active | | Not Started | NO EDIPI |
| <small>Thursday 16 June 2022</small> VHIC Self Service Activity Detail Report | | | | | | | | | |

Figure 7:153. VHIC Self-Service Activity Detail Report


Selecting the **Card Number** hyperlink in the Detail report will take the user to the *Card History by Card ID Report*.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 13342

| Veteran: VAPATIENT1, TWO | | | Person ID: 23733 |
|--------------------------|----------------|-------------------|------------------|
| Gender | Date of Birth | Service | Card Count |
| MALE | 01/01/1980 | YES | 1 |
| Purple Heart | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN | NO | ELIGIBLE | UNKNOWN |

Card ID: 13342

| | | | | | |
|---|---------------------|--|-----------------------------------|----------------------|------------------|
|  | Card Issuer | Last Changed Date | Last Changed By | Card Type | |
| | SELFSERVICEWSOAS | 03/31/2022 | | VHIC | |
| | Date Card Requested | Date of Mailing | Expiration Date | | |
| | 03/28/2022 | | | | |
| Picture Comment | | Current Card Status | Current MVI Status | Current Print Status | |
| | | On Hold | Active | Not Started | |
| Picture Effective Date | | Branch of Service | VISN | Facility | |
| 03/28/2022 | | DECLINE | 7 | ATLANTA VAMC - 508 | |
| Mailed to Address | | Address Selected By Veteran | | | |
| | | 10048 NAUGHTON CT BRISTOW VA, 201363068 | | | |
| Status | MVI | Print | Message | Status Change | Changed By |
| On Hold | Not Correlated | Not Started | PLACED ON HOLD - NOT CORRELATED. | 03/28/2022 14:45:41 | SELFSERVICEWSOAS |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | Deactivation Reason | |
| | | REVIEW,NO EDIPI,NO FACILITY ADDRESS | | | |
| Status | MVI | Print | Message | Status Change | Changed By |
| On Hold | Active | Not Started | ON HOLD UPDATED - MVI CORRELATED. | 03/28/2022 14:45:41 | SELFSERVICEWSOAS |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | Deactivation Reason | |
| | | REVIEW,NO EDIPI,NO FACILITY ADDRESS | | | |

Monday 04 April 2022

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VHIC Card History by Card ID Report

| Status | MVI | Print | Message | Status Change | Changed By |
|--------------------|--------|----------------------------|--------------------|---------------------|------------------|
| On Hold | Active | Not Started | ON HOLD UPDATED. | 03/29/2022 10:57:20 | VIC CARD MONITOR |
| Replacement Reason | | Hold Reason(s) | Print Error Reason | Deactivation Reason | |
| | | REVIEW,NO FACILITY ADDRESS | | | |

Monday 04 April 2022

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VHIC Card History by Card ID Report

Figure 7:154. VHIC Card History by Card ID Report

Veteran Health Identification Card 4.23

| VHIC Self Service Activity Detail Report | | | | | | | | | |
|--|------------------|----------------|--------------|-------------|-------------|------------|--------------------|--------------|-----------------|
| Card Status: All Between 11/01/2022 and 12/01/2022 | | | | | | | | | |
| Last Name | First Name | Preferred Name | Request Date | Card Number | Card Status | MVI Status | Replacement Reason | Print Status | Hold Reasons |
| TESTFIFTYONE | VGTESTFIFTYONE | | 11/30/2022 | 14267 | Requested | Active | | Pending | |
| TESTFIFTYTHREE | VGTESTFIFTYTHREE | | 11/30/2022 | 14269 | Defunct | Active | | Cancelled | REVIEW,NO EDIPI |
| TESTFIFTYTWO | VGTESTFIFTYTWO | | 11/30/2022 | 14268 | On Hold | Active | | Not Started | NO EDIPI |
| Thursday 01 December 2022 | | | | | | | | | |
| VHIC Self Service Activity Detail Report | | | | | | | | | |
| Page 1 of 1 | | | | | | | | | |

Figure 155. Figure Self-Service Activity Detail Report Exported to .PDF

7.17.2. Self-Service Audit Log

Table 20. Self-Service Audit Log at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor, Read Only |
| Who can access National version? | N/A |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor, Read-Only– unlimited Supervisor and Associate – one (1) year or less from date report is being run |
| Search Criteria Available | Login, Start Date, End Date Time of Day |

The *Self-Service Audit Log* provides a way to track all activity for the VHIC Self-Service Tool. The resulting report returns the following fields of information: Date, Action, System, ICN, Card ID, Status Message, and HTTP Response.. The query string shows all of the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date and Time.

Home Card Request Reports Logged in as:

Veteran Card Print Services **Self Service**

Activity **Audit Log** Manual Review Expiring Status Awaiting Review

Self Service Audit Log

Filters

Actor

ICN

Card ID

Time Range

Start Time

End Time

Figure 7:156. Self-Service Audit Log Field Entry

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports **Card Management** Logged in as:

Veteran Card Print Services Auditing **Self Service**

Activity **Audit Log** Manual Review

Self Service Audit Log

Page 1 of 1

| Date | Action | System | ICN | Card ID | Status Message | HTTP Response |
|-----------|------------------------------|--------|-------------------|---------|--|---|
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | SELF_SERVICE_ELIGIBILITY_OAS | VHIC | 1013658136V026042 | 13342 | clientAppStatusMsg: Your prior VHIC card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request. | HTTP response status: 409/Conflict |
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | PICTURE_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK |
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | SELF_SERVICE_ELIGIBILITY_OAS | VHIC | 1013658136V026042 | 13342 | clientAppStatusMsg: Your prior VHIC card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request. | HTTP response status: 409/Conflict |
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | PICTURE_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK |

Figure 7:157. Self-Service Audit Log Results

The **Status Message** and **HTTP Response** will give the User more details regarding the card request submitted by the veteran using the **Self-Service Tool**. ICN (hyperlink) will take the user to the *Veteran Detail Report* and the Card ID (hyperlink) will take the user to *Card History by Card ID Report*.

Veteran Health Identification Card (VHIC)

Skip to Content

Home

Card Request

Reports

Card Management

Logged in as:

Veteran

Card

Print Services

Auditing

Self Service

Activity

Audit Log

Manual Review

Self Service Audit Log

Page 1 of 1

prev

next

| Date | Action | System | ICN | Card ID | Status Message | HTTP Response |
|-----------|------------------------------|--------|-------------------|---------|--|---|
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | SELF_SERVICE_ELIGIBILITY_OAS | VHIC | 1013658136V026042 | 13342 | clientAppStatusMsg: Your prior VHIC card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request. | HTTP response status: 409/Conflict |
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | PICTURE_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK |
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | SELF_SERVICE_ELIGIBILITY_OAS | VHIC | 1013658136V026042 | 13342 | clientAppStatusMsg: Your prior VHIC card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request. | HTTP response status: 409/Conflict |
| 30-Mar-22 | DETAIL_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK class ResponseCardDetailInfo |
| 30-Mar-22 | PICTURE_SERVICE_OAS | VHIC | 1013658136V026042 | 13342 | | HTTP response status: 200/OK |

Back

Figure 7:158. Status Messages and HTTP Responses Highlighted

If specific criteria are entered into the *Audit Log* and the system cannot locate the information a message will appear as in the figure below.

Figure 7:159. Self-Service Audit Log No Match Message

7.17.3. Self-Service Manual Review Activity Report

Table 21. Self-Service Manual Activity Report at a Glance

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor, Read-Only |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor, Read-Only |
| Date Range Allowed | Admins, Tech Admin (Tier 3), Auditor, Read-Only – unlimited Supervisor, Associate – one (1) year or less from date report is being run |
| Search Criteria Available | Start Date, End Date |

The *Self-Service Manual Review Activity Report* indicates the number of card requests submitted through the Self-Service request process and can be sorted by **National Requests**, **VSN Requests**, and **Facility Requests**, though the report is set to **Facility** by default. The report can also be exported to .pdf form as in *Figure 172. Figure Self-Service Facility Report Exported to .PDF.*

Selecting the **National** radio button (access permitting) the resulting report returns the following fields of information: **VISN**, **VISN Number**, and the **Number of Cards** submitted.

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as: [redacted]

Veteran Card Print Services Auditing Self Service

Activity Audit Log Manual Review Expiring Status Awaiting Review

Self Service Manual Review Activity Report

Site Selection

National ☐

☐ VISN
☒ Facility

Facilities

506GA - TOLEDO VA CLINIC
 506GB - FLINT VA CLINIC
 506GC - JACKSON MI CBOC
 506GD - CANTON VA CLINIC
 506GF - ADRIAN VA CLINIC
 506QA - PACKARD ROAD VA CLINIC
 506QB - GREEN ROAD VA CLINIC
 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Figure 160. VHIC Self-Service Requests National Summary Report

| VHIC Self Service Requests National Summary Report | | |
|---|--------|------------|
| NATIONAL Start Date: 02/04/2022 End Date: 04/04/2022 | | |
| VISN | VISN # | # of Cards |
| VA Newplace Network | 13 | 11 |
| VA Southeast Network | 7 | 20 |
| NATIONAL Totals: | | 31 |
| Monday 04 April 2022 Page 1 of 1 | | |
| VHIC Self Service Requests National Summary Report | | |

Figure 7:161. VHIC Self-Service Requests National Summary Report Results

The **VISN#** is a link to the *VISN Summary Report* providing **Facility**, **Facility Number**, and the **Number of Cards** submitted for review per Facility within that VISN.

| VHIC Self Service Requests VISN Summary Report VISN: 7 Start Date: 02/04/2022 End Date: 04/04/2022 | | |
|--|------------|------------|
| Facility | Facility # | # of Cards |
| ATLANTA VAMC | 508 | 20 |
| VISN 7 Totals: | | 20 |
| Monday 04 April 2022 Page 1 of 1 | | |
| VHIC Self Service Requests VISN Summary Report | | |

Figure 7:162. VHIC Self-Service Requests VISN Summary Report Results

Selecting the facility number link will take the user to the VHIC Self-Service **Requests Facility Summary Report** providing **Facility**, **Facility Number**, and the **Number of Cards** submitted for review for the specific Facility.

| VHIC Self Service Requests Facility Summary Report Facility: 508 Start Date: 02/04/2022 End Date: 04/04/2022 | | |
|--|------------|------------|
| Facility | Facility # | # of Cards |
| ATLANTA VAMC | 508 | 6 |
| Facility Totals: | | 6 |
| Monday 04 April 2022 Page 1 of 1 | | |
| VHIC Self Service Requests Facility Summary Report | | |

Figure 7:163. Self-Service Facility Summary Report Results

The **Facility #** link to the *Self-Service Facility Detail Report* displays the following information:

Facility Name, On Hold Reason, On Hold Date, Card Issuer, Last Name, Card ID, Card Status, Patient ICN, Task Status, and what (if any) POC the request has been Assigned To.

| VHIC Self Service Requests Facility Detail Report Facility: 508 Start Date: 02/04/2022 End Date: 04/04/2022 | | | | | | | | | |
|---|---------------------------------------|----------------------------|------------------|------------|---------|-------------|-------------------|-------------|-------------|
| Facility Name | On Hold Reason(s) | On Hold Date | Card Issuer | Last Name | Card Id | Card Status | ICN | Task Status | Assigned To |
| ATLANTA VAMC | NO FACILITY ADDRESS, REVIEW | 2022-03-29 14:29:32.068472 | SELFSERVICEWSOAS | PATIENT | 13350 | On Hold | 1012990865V585847 | | |
| ATLANTA VAMC | REVIEW, NO FACILITY ADDRESS, NO EDIPI | 2022-03-17 17:03:03.762124 | SELFSERVICEWSOAS | VAPATIENT | 13320 | Deactivated | 1013659740V975586 | Accepted | |
| ATLANTA VAMC | NO EDIPI, REVIEW, NO FACILITY ADDRESS | 2022-03-24 17:33:13.810333 | SELFSERVICEWSOAS | VAPATIENT1 | 13337 | Requested | 1013661353V919276 | Accepted | |
| ATLANTA VAMC | REVIEW, NO FACILITY ADDRESS | 2022-03-28 14:45:41.703693 | SELFSERVICEWSOAS | VAPATIENT2 | 13342 | On Hold | 1013658136V026042 | Assigned | |
| ATLANTA VAMC | NO FACILITY ADDRESS, NO EDIPI, REVIEW | 2022-03-22 12:57:34.276387 | SELFSERVICEWSOAS | VAPATIENT3 | 13328 | Requested | 1013659740V975586 | Accepted | |
| ATLANTA VAMC | REVIEW | 2022-03-24 17:02:05.821428 | SELFSERVICEWSOAS | VAPATIENT4 | 13336 | Defunct | 1013661347V171151 | Rejected | |

Monday 04 April 2022

VHIC Self Service Requests Facility Detail Report

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Figure 7:164. Self-Service Facility Detail Report

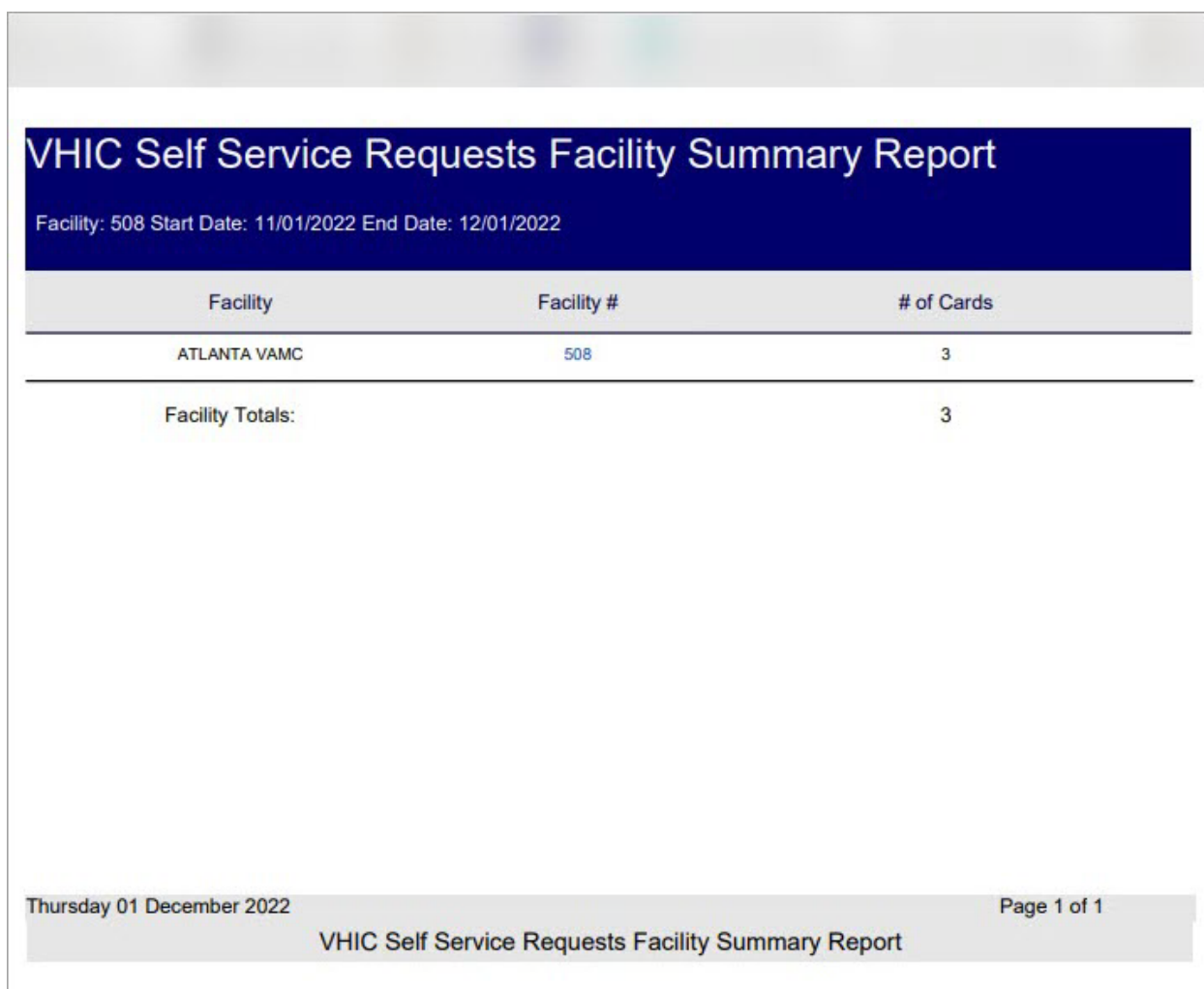


Figure 165. Figure Self-Service Facility Report Exported to .PDF

7.17.4. Self-Service Expiring Requests Report

Table 22. Self-Service Expiring Requests Report

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor, Read-Only |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor, Read-Only |
| Date Range Allowed | 30 Days |
| Search Criteria Available | N/A |

The Self-Service Expiring Requests Report indicates the number of card requests submitted through Self-Service that have not been processed and are going to expire within the date range specified (maximum of 30 days.) The report can be sorted by National Requests, VSN Requests, and Facility Requests, though the report is set to Facility by default.

Selecting the National radio button (access permitting) the resulting report returns the following fields of information: Card Type, Expiration Status, VISN, VISN Name, Facility Number, Facility Name, City, State, Request Date, and the Number of Days From When the Request was submitted. An example of the report can be seen in *Figure 174. VHIC Self-Service Requests Expiring Report* The report can be exported to an Excel spreadsheet as in *Figure 175. VHIC Self-Service Requests Expiring Report Exported Spreadsheet*. The exported Excel spreadsheet contains the data used to produce the summary.

Figure 166. VHIC Self-Service Requests Expiring Report

| VHIC Self Service Requests Expiring Report | | | | | | | | | |
|--|-------------------------|--------|----------------------------------|------------|-------------------------|----------|-------|--------------|-------------------|
| Self Service Requests Expiring within the next 30 days | | | | | | | | | |
| National Report | | | | | | | | | |
| Card Type | Expiration Status | VISN # | VISN Name | Facility # | Facility Name | City | State | Request Date | Days From Request |
| New | Expiring within 30 days | 7 | VA Southeast Network | 508 | ATLANTA VAMC | DECATUR | GA | 09/08/2022 | 85 |
| New | Expiring within 30 days | 7 | VA Southeast Network | 508 | ATLANTA VAMC | DECATUR | GA | 09/09/2022 | 84 |
| New | Expiring within 30 days | 19 | VA Rocky Mountain Network | 623 | JACK C. MONTGOMERY VAMC | MUSKOGEE | OK | 09/14/2022 | 79 |
| New | Expiring within 30 days | 19 | VA Rocky Mountain Network | 623 | JACK C. MONTGOMERY VAMC | MUSKOGEE | OK | 09/14/2022 | 79 |
| New | Expiring within 30 days | 12 | VA Great Lakes Healthcare System | 732 | NORTH CENTRAL CPAC | MADISON | WI | 09/08/2022 | 85 |

Figure 167. VHIC Self-Service Requests Expiring Report Results

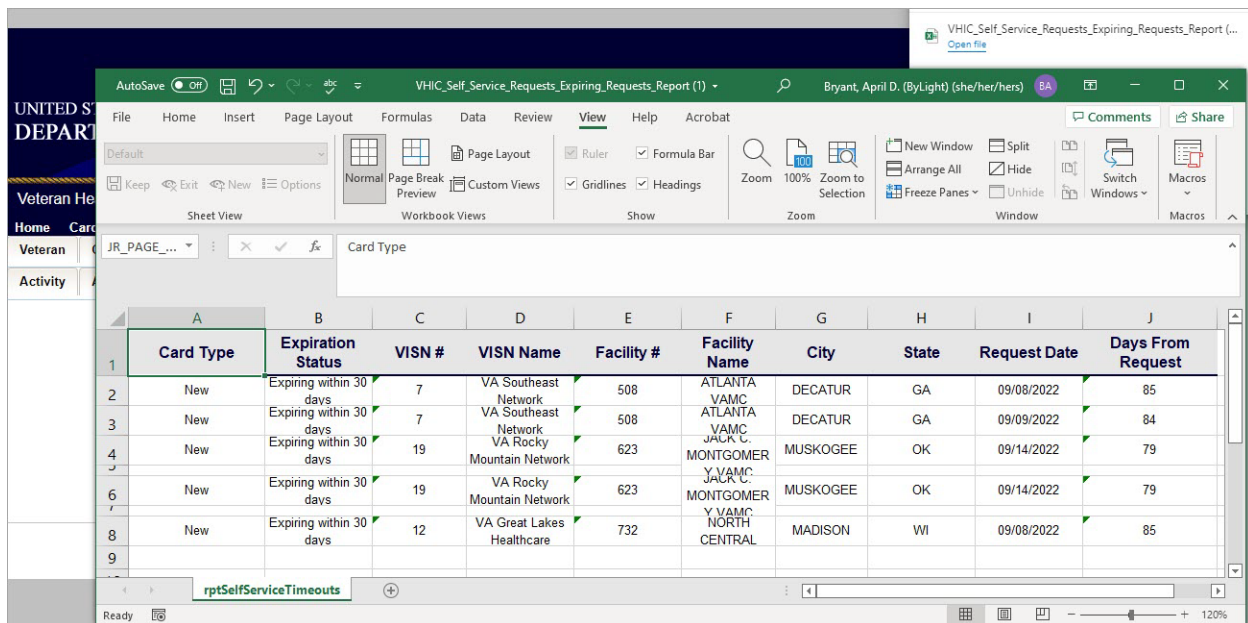


Figure 168. VHIC Self-Service Requests Expiring Report Exported Spreadsheet

7.17.5. Self-Service Review Status Report

Table 23. Self-Service Review Status Report

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor, Read-Only |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor, Read-Only |
| Date Range Allowed | 30 Days |
| Search Criteria Available | Start Date, End Date |

The Self-Service Review Status Report (*Figure 177. Self-Service Review Status Report*) indicates the number of card requests submitted through Self-Service and their statuses (Cancelled, Not started, Pending) within a specified date range. The report can be sorted by National Requests, VSN Requests, and Facility Requests, though the report is set to Facility by default.

Selecting the National radio button (access permitting) the resulting report returns the following fields of information: Card Status, Print Status, Month the request was started (within the 30 day period), Total number of card requests as in Figure 178. Self-Service Review Status Report Results. Exporting the report to an Excel spreadsheet will show the detailed data used to produce

the summary as seen in Figure 179. Self-Service Review Status Report Results Exported to Spreadsheet.

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management

Veteran Card Print Services Auditing **Self Service**

Activity Audit Log Manual Review Expiring **Status** Awaiting Review

Self Service Review Status Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Figure 169. Self-Service Review Status Report

| VHIC Self Service Requests Review Status Report | | | | |
|--|-------------|-----|-----|-------|
| Status of Self Service Requests submitted between 11/01/2022 and 12/01/2022. | | | | |
| National Report | | | | |
| | | NOV | DEC | Total |
| Accepted | Not Started | 1 | 0 | 1 |
| | Pending | 3 | 0 | 3 |
| | Total | 4 | 0 | 4 |
| Assigned | Cancelled | 1 | 0 | 1 |
| | Not Started | 1 | 0 | 1 |
| | Total | 2 | 0 | 2 |
| Rejected | Cancelled | 1 | 0 | 1 |
| | Total | 1 | 0 | 1 |
| Unassigned | Cancelled | 3 | 0 | 3 |
| | Not Started | 3 | 2 | 5 |
| | Pending | 2 | 1 | 3 |
| | Total | 8 | 3 | 11 |
| Total | | 15 | 3 | 18 |

Figure 170. Self-Service Review Status Report Results

Veteran Health Identification Card 4.23

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R |
|---|--------|----------------------|------------|---------------|--------------|-------------|-------------|----------------------|---------|--------|-------------|-------------------------|-------------|------------|----------------|------------------|----------------|----------------|
| | VISN # | VISN Name | Facility # | Facility Name | Request Date | Status Date | Card Status | Print Release Status | Card ID | Reason | Card Type | Replacement Reason | Task Status | Task Actor | Last Name | First Name | Preferred Name | Proofing Level |
| 2 | 7 | VA Southeast Network | 508 | ATLANTA VAMC | 11/30/2022 | 11/30/2022 | Requested | Pending | 14253 | | Replacement | 1 - Barcode not working | Unassigned | | TESTTWO | IMTWENTYSIX | | 2 |
| 3 | 7 | VA Southeast Network | 508 | ATLANTA VAMC | 11/30/2022 | 11/30/2022 | Requested | Pending | 14256 | | Replacement | 16 | Unassigned | | TESTTHIRTEEN | IMTESTTHIRTY | | 2 |
| 4 | 7 | VA Southeast Network | 508 | ATLANTA VAMC | 11/30/2022 | 11/30/2022 | On Hold | Not Started | 14254 | | Replacement | 1 - Barcode not working | Unassigned | | TESTFIFTY TWO | VGTESTFOURTY ONE | | 2 |
| 5 | 7 | VA Southeast Network | 508 | ATLANTA VAMC | 11/23/2022 | 11/29/2022 | Deactivated | Cancelled | 14238 | | Replacement | 4 | Unassigned | | TESTTWENTYNIN | VGTESTEIGHTEE N | | 2 |
| 6 | 7 | VA Southeast Network | 987 | CHEY6 | 11/29/2022 | 11/29/2022 | Requested | Pending | 14248 | | Replacement | 16 | Accepted | | TESTTHIRTYFIVE | IMTESTTHIRYSIX | | 0 |
| 7 | 7 | VA Southeast Network | 987 | CHEY6 | 11/28/2022 | 11/29/2022 | Deactivated | Cancelled | 14242 | | Replacement | 22 - Unspecified | Unassigned | | TESTFOURTYONE | IMTESTFOURTYIS | | 0 |
| 8 | 7 | VA Southeast Network | 983 | CHYSHR | 11/30/2022 | 12/01/2022 | On Hold | Not Started | 14266 | | Replacement | 16 | Assigned | | TESTFOURTYTWO | IMTESTFOUR | | 2 |
| 9 | 7 | VA Southeast Network | 983 | CHYSHR | 11/29/2022 | 11/30/2022 | Deactivated | Cancelled | 14247 | | Replacement | 22 - Unspecified | Assigned | | TESTTHIRTEEN | IMTWENTYSIX | | 2 |

Figure 171. Self-Service Review Status Report Results Exported to Spreadsheet

7.17.6. Self-Service Requests Awaiting Review

Table 24. Self-Service Requests Awaiting Review By VISN Report

| At a Glance... | |
|----------------------------------|---|
| Who can access this report? | Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor, Read-Only |
| Who can access National version? | Administrator, Tech Admin (Tier 3), Auditor, Read-Only |
| Date Range Allowed | 30 Days Maximum |
| Search Criteria Available | Start Date, End Date |

The Self-Service Requests Awaiting Review By VISN Report (*Figure 172. Self-Service Requests Awaiting Review By VISN Report Page*) indicates the total number of card requests submitted through Self-Service within a VISN within the date range specified (maximum of 30 days.) and broken down by Facility within the VISN. An example of the report results can be seen in *Figure 173. Self-Service Requests Awaiting Review By VISN Report Results*. The report can be sorted by Date Range and can be viewed or exported to an Excel spreadsheet as in *Figure 174. Self-Service Requests Awaiting Review By VISN Report Exported*. The exported Excel spreadsheet contains the data used to produce the summary.

UNITED STATES
 DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC)
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 Status
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Self Service Requests Awaiting Review By VISN Report

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Clear
Report
Create XLS

Figure 172. Self-Service Requests Awaiting Review By VISN Report Page

| VHIC Self Service Requests Awaiting Review By VISN Report | | |
|--|----------|-------|
| Self Service Requests Awaiting Review By VISN submitted between 11/01/2022 and 12/01/2022. | | |
| VISN | Facility | Total |
| 7 | 508 | 1 |
| | 742 | 1 |
| | 983 | 2 |
| | Total | 4 |
| 9 | 626 | 1 |
| | Total | 1 |
| Grand Total | | 5 |

Figure 173. Self-Service Requests Awaiting Review By VISN Report Results

Figure 174. Self-Service Requests Awaiting Review By VISN Report Exported

| | A | B | C | D | E | F | G | H | I | J | K | L |
|---|-------------|-------------------------|--------|--------------------------------|------------|---------------------------|-----------|-------|--------------|-------------------|-------------|------------|
| | Card Type | Expiration Status | VISN # | VISN Name | Facility # | Facility Name | City | State | Request Date | Days From Request | Task Status | Task Actor |
| 1 | Replacement | Expiring within 30 days | 7 | VA Southeast Network | 508 | ATLANTA VAMC | DECATUR | GA | 11/30/2022 | 1 | Unassigned | |
| 2 | Replacement | Expiring within 30 days | 7 | VA Southeast Network | 742 | HEALTH ELIGIBILITY CENTER | ATLANTA | GA | 11/30/2022 | 1 | Unassigned | |
| 3 | Replacement | Expiring within 30 days | 7 | VA Southeast Network | 983 | CHYSHR | CHEYENNE | WY | 11/30/2022 | 1 | Assigned | |
| 4 | Replacement | Expiring within 30 days | 7 | VA Southeast Network | 983 | CHYSHR | CHEYENNE | WY | 12/01/2022 | 0 | Unassigned | |
| 5 | New | Expiring within 30 days | 9 | VA MidSouth Healthcare Network | 626 | TENNESSEE VALLEY HCS | NASHVILLE | TN | 12/01/2022 | 0 | Unassigned | |
| 6 | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | |

Figure 174. Self-Service Requests Awaiting Review By VISN Report Exported

8. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.